

"Leads the work" for the pod. Understands the scope of work for each initiative and participates in execution as well as helps align the team around planned activities and delivery of quality outcomes. Depending on the scope of work, this lead could be product or service.

Lead

POD

Executes the work in partnership with pod 'lead' and pod members and collaborates with business partners by guiding them through the design process to quality outcomes. Depending on the scope of work, this role would be filled by a product or service designer.

Designer

Experience Engineer

Executes the work in partnership with pod 'lead' and pod members with a focus on policy, process, and procedural improvements. Collaborates with business partners to deliver quality outcomes.

Benefits:

- Each 'pod' will be properly resourced and able to show up collectively in the work. Ultimately, this will improve team efficiencies and increase our throughput for each initiative over a shorter period of time.
- Each 'pod' will have a clear scope of work and will not be responsible for intaking and managing requests from the business for additional support. This allows them to focus on the most important work and building strong partnerships within those spaces.
- Creating small, multi-disciplinary teams, gives CX team members the opportunity to see other capabilities 'in action' and work together to test and learn through how they leverage each others strengths.
- Each 'pod' will share a set of OKRs for the quarter/year, making it easier to divide and conquer the 'big rocks' for each initiative.