



## **Manager, Standards and Business Operations**

The Centre for Study of Insurance Operations (CSIO) is a national property and casualty (P&C) insurance technology association with insurers, vendors, and over 43,000 broker members across Canada. CSIO develops data standards, manages distribution network technologies, and drives emerging technologies and solutions to enhance connectivity within the property & casualty insurance industry.

### **Position Summary:**

The Manager, Standards and Business Operations is responsible for driving industry collaboration and innovation to set strategy and initiatives of business process, digital and technology improvements designed to realize value optimization, efficiency, effectiveness and improved workflows in the broker distribution channel. There is a particular focus on transformations to improve digital connectivity between brokers, insurers, vendors and the end consumer.

In this role, you will work closely with the business and technology teams to provide guidance and support to deliver on the organization's key objectives. This is a visible role with direct customer and business impact, leading technology advancement for the P&C industry. You will engage very closely with industry committees and national working groups, stay at the forefront of industry developments related to emerging technologies and business models and understand the implications, opportunities and threats for our members.

The scope of Standards and Business Operations is broad, cross-functional and throughout all levels of the industry. This will require defining strategic priority opportunities with high levels of organizational impact within manageable levels of investment that generate optimal improvements in digital interactions with industry trading partners.

The successful candidate will be required to quickly understand the depth and breadth of business processes but also scan external ecosystems to identify current technology, resources or vendors that are viable partners to compliment, innovate and add value to strategic initiatives.

In this role, you will drive the project management for the strategic plan and initiatives, assemble cross-functional resourcing from member partners, engage with external vendors as necessary, manage communications and change management plans, build complex project plans and execute with high industry engagement and adoption.

### **What will you do?**

- Facilitate the execution of our innovation strategy designed to transform business processes within the broker distribution channel.
- Translate strategy into executable actions, including project development, operational reviews and scorecard metrics.
- Work with members and stakeholders to define and deliver business transformations, leveraging enabling technology in conjunction with operating models, business processes, organizational and other changes to create value for our members.
- Securing consensus, alignment and engagement from stakeholders and effectively communicating the scope, anticipated outcomes and deliverables to all project stakeholders.
- Define key KPIs that drive transparency of strategic initiatives and business improvements.
- Track key industry technology shifts and trends for impacts and opportunities.
- Define appropriate processes and manage compliance to ensure the delivery quality of industry solutions.
- Execute a governance process to provide senior leadership team with visibility into strategic initiatives performance.
- Evaluate research and market analysis to seek out opportunities to partner with third-party technology vendors.



- Utilizing agile project and program methodology to ensure projects are completed as agreed against a background of constantly changing and occasionally conflicting priorities.
- Drive business insights into continuous transformation opportunities designed to improve digital interactions between insurance trading partners and the end consumer.

#### **Skills & Qualifications:**

- University degree, preferably in business, technology or a related field.
- 5 or more years of experience of P&C experience, with a focus on strategic planning, design, development, implementation and operations.
- Strong leadership and collaboration skills, with 5 or more years in a leadership role.
- Excellent oral and written communication, ability to present confidently to senior executives, attention to detail and strong planning and management ability.
- Thorough knowledge of IT functions and technologies, processes, service delivery models, governance and standards.
- Proven track record of driving project management expertise and leading multiple simultaneous complex initiatives.
- Able to forge strong partnerships throughout the industry and influence executives and teams without direct authority.
- Strong ability to prioritize and complete simultaneous projects within a frequently changing work environment.
- Ability to think strategically, anticipate future consequences and trends, and incorporate them into the strategic plan.
- Ability to connect both on an individual level and in large groups; capacity to enforce accountability, cultivate entrepreneurship.

To apply for this position, please email your cover letter and resume to [careers@csio.com](mailto:careers@csio.com).

*CSIO is committed to providing reasonable accommodation for people with disabilities. Applicants are requested to make their needs known in advance.*