



Vice President, Operations & Strategic Enablement

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 P&C insurance industry.

Position Summary:

The Vice President of Operations & Strategic Enablement is an influential senior leader responsible for creating, enhancing and operationalizing action plans to support CSIO's strategic roadmap and mandate. Reporting to the President & CEO, the VP, Operations & Strategic Enablement is responsible for achieving operational excellence and ensuring CSIO's strategic deliverables are met.

This senior leader will regularly enhance their knowledge of industry technology trends and innovations to anticipate and proactively meet member needs. Most of all, this key strategic leader is passionate about driving continuous process improvements and will provide thought leadership to the P&C industry, aiming to improve business effectiveness by developing standards and enabling seamless data exchange among trading partners.

The VP, Operations & Strategic Enablement, is responsible for overseeing the development, management, and execution of a wide range of member engagement initiatives, promoting CSIO solutions to the industry, and educating our members on our work, the relevance of emerging technologies, and the importance of modernizing customer experiences.

As the successful candidate, you will be an integral member of CSIO's leadership team and its Steering and Advisory Committees, which drive digital innovation and ultimately improve customer experiences by identifying major operational issues, common challenges, and solutions to these topics. You will stay at the forefront of industry developments in emerging technologies and business models, and understand the implications, opportunities, and threats for our members.

Key Responsibilities:

1. Strategic thought leader who can unite multidisciplinary teams that will translate business strategies into clear objectives and defined project plans focused on continuous process improvement and delivering digital solutions designed to enhance business effectiveness in the broker distribution channel.
2. Proactively manage existing and future technology projects, ensuring project sponsors are engaged and deliverables are achieved. Build and maintain strong partnerships with stakeholders to ensure project outcomes meet the needs of CSIO members.
3. Research new solutions and emerging technologies and recommend how these solutions and technologies can be implemented to improve the customer's ease of doing business.
4. Work in partnership with member stakeholders, using established CSIO Standards to identify business development opportunities that are aligned with members' growth strategies.
5. Support the CEO in working with the Board, with special regard to strategy, planning and business transformation.
6. This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, or efforts associated with the position.



Skills & Qualifications:

- 15+ years of relevant experience in a strategic leadership and management role in the P&C insurance industry
- Bachelor's degree in business, technology or related discipline
- Ability to build strong relationships with industry stakeholders, CSIO members, and fellow employees
- Strong understanding of both the business and technology aspects of the insurance industry, particularly in digital transformation, APIs, AI, and cloud-based platforms
- Exceptional oral and written communication, ability to present confidently to senior executives, and translate complex technological concepts into practical business value
- Proven track record of operational expertise, leading multiple complex initiatives simultaneously with attention to detail and efficient planning
- Able to forge strong partnerships throughout the industry and influence executives and teams
- 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
- Effectively able to connect both on an individual level and in large groups; capacity to enforce accountability and cultivate entrepreneurship
- Excellent project management skills
- Experience managing third-party software providers

To apply for this position, please email your cover letter and resume to careers@csio.com.

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