

## FTC Project Manager (1 Year)

**Reports to: -** Operations Change Lead

**Location: -** 75 King William Street, London  
*(Currently hybrid working)*

**Date: -** June 2022

**This is a full-time position however we are Happy to talk Flexible Working.**

Flood Re is a re-insurance Scheme that makes flood cover more widely available and affordable.

Flood Re is a joint initiative between the UK Government and Insurers. Every insurer that offers home insurance in the UK must pay into the Flood Re Scheme. This Levy raises £135m every year that we use to cover the flood risks in home insurance policies, purchase further reinsurance against catastrophic flooding and to run the Company.

Flood Re will run until 2039 and is tasked with ensuring that the market will then be offering policies with premiums based on actual flood risk. This is an exciting opportunity to join a respected, highly motivated team.

### **Purpose**

Flood Re is going through significant change. Since before Flood Re went live, Flood Re has engaged with a large outsourcing firm to manage large parts of its operation, spanning IT, insurer-facing systems, policy and claims processing and many other areas. We are approaching the end of this contract and are moving to a new multi-vendor operating model. This change is delivering significant benefits but must be managed carefully to ensure Flood Re continues to operate smoothly in the home insurance market.

We are therefore looking to recruit an Insurance Project Manager to manage the implementation and cutover of our new Bordereaux Management System (including data migration and downstream reporting), and Property Data Hub. The projects are at different phases of delivery and require strong project management and coordination to transition successfully, with no impact on Flood Re's daily operations. This role will be responsible for all aspects of project management, providing right-hand support to our Operations Change Lead, whilst maintaining strong and positive relationships with multiple vendors and consultancies who are currently supporting delivery.

## Principal responsibilities

- Project manage the two critical workstreams in Flood Re's strategic transformation programme – Bordereaux Management System and Property Data Hub – by carrying out day to day tracking and task management required to successfully deliver the new systems by programme timelines whilst ensuring a seamless cutover with no impact on Flood Re's daily operations,
- Take personal ownership for the successful delivery of the projects, effectively managing project plans (and build cutover, industry onboarding and communication plans) teams, risks and issues, and communications
- Coordinating day-to-day testing activities and planning for Change Requests
- Ensure that the projects deliver to scope, on time and to budget; and that project artefacts are documented on time and to high quality, with appropriate version control
- Ensure any resourcing or budget requests are planned in advance; continually maintain a forward planning mindset to foresee potential needs / issues and address proactively, and create necessary budget requests
- Build strong relationships with and manage a wide range of internal and external stakeholders (e.g. Flood Re Operations, IT, Finance, Actuarial, Reinsurance, Risk, Legal, Communications teams; incumbent managing agent, new strategic partners, as well as Flood Re's insurance industry stakeholders)
- Support the preparation for Programme Steering Committees, ensuring documentation is shared in timely manner and the right agenda points / input is discussed,
- Provide regular programme status updates on a weekly basis to the Programme Team, Sponsor and the Flood Re Executive Committee, ensuring the communications are tailored for audience and that high quality in all communications is maintained,
- Create a positive and high energy team environment throughout, fostering collaboration across different internal teams and vendors, and leading by example on Flood Re desired behaviour "working smart"

### Risk Responsibilities

- Act as First Line of Defence, to identify and manage risks, generate and review risk information, and to take appropriate actions to maintain the risk exposure within appetite. Risks should be reported to ExCo and the Risk Function

### Information Security Responsibilities

- As a member of Flood Re, you are expected to foster a security-aware culture through your own actions and behaviour by exercising good judgment, being aware of Information Security risks, compliant with all policies (including but not limited to fair usage and information security), diligent in the completion of Information Security training, mindful of any suspicious activity and proactive in your response to it and immediate reporting of any concerns or issues to the Flood Re IT / infosec team.

## Knowledge and Experience

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- Experience in managing multi-vendor, complex and large-scale projects in insurance industry
- Proven project management experience in fast moving environments, including consultancy, with ability to navigate uncertainty and a landscape of multiple key players (e.g. Flood Re internal teams, insurance industry stakeholders, and multiple vendors)
- Understanding of insurance operations and systems preferred including policy administration and bordereaux management
- Ability to manage multiple workstreams and competing priorities simultaneously,
- Keen eye for detail whilst being able to “zoom out” and bring it back to strategic objectives,
- Excellent stakeholder management including the ability to operate with Executive level stakeholders,
- Exceptional interpersonal and people management skills,
- Ability to build relationships with a diverse group of individuals and a keen desire to create a high performing and motivating project environment,
- Ability to forward plan and foresee future outcomes, and a commitment to manage project risks and issues transparently and effectively,
- Ability to escalate the right risks and issues to the right individuals, at the right time,
- Project management qualification desired but not required.

## Regulatory Responsibilities

As Flood Re is dual regulated by the Financial Conduct Authority and the Prudential Regulation Authority, you will be expected to abide by the required regulatory obligations placed on you, as required, depending on your role.

This role is a Conduct Rules role, and Flood Re has designated this role as one that requires involvement in certain aspects of Flood Re’s regulated activities. This role is subject to the First Tier Conduct Rules detailed below.

### First Tier Conduct Rules

	No	Rule
Tier 1 Individual Conduct Rules	1	You must act with integrity.
	2	You must act with due skill, care and diligence.
	3	You must be open and co-operative with the FCA, the PRA and other regulators.
	4	You must pay due regard to the interests of consumers and treat them fairly.
	5	You must observe proper standards of market conduct.

*I have read, understood and agree to:*

1. *fulfil the role and responsibilities as set out in this job description;*
2. *abide by the Regulatory Responsibilities detailed above; and*
3. *abide by the Compliance Framework and Procedures.*

Signed (job holder):	
Name:	
Date:	