



Role Profile – Senior Management Function Holder  
Senior Managers and Certification Regime (SMCR)

1.	Job Title	Chief Operating Officer (COO), Arc Legal Assistance Limited (Arc)
2. <sup>1</sup>	Senior Management Function(s)	SMF 3 (Executive Director) – Arc
	Prescribed Responsibilities	N/A
	Overall Responsibilities	<ul style="list-style-type: none"> <li>• Claims</li> <li>• Complaints Handling</li> <li>• Conduct Risk (customer outcomes)</li> <li>• Corporate Strategy</li> <li>• Estate Management (including facilities)</li> <li>• Finance</li> <li>• Health and Safety</li> <li>• Information Technology (including Information Security and cybersecurity)</li> <li>• Business Continuity</li> <li>• Management Information</li> <li>• Operations Function</li> <li>• Risk Services Provided to Third Parties as Outsource Provider</li> </ul>
	Other Responsibilities (may include projects with significant and/or regulatory impact)	N/A
3.	Function & Business Unit	Operations, Arc
4.	Location	Colchester
5.	Hiring Entity	Arc Legal Assistance Limited

<sup>1</sup> Please note that this section should be cross referenced to ensure alignment with applicable Statements of Responsibility and Responsibilities Maps/Matrices.

6.	Insurance Distribution Directive (IDD) Continuing Professional Development (CPD) Requirements	IDD CPD - in scope
7.	Board & Committee Roles	<u>Chair</u> Operations Committee  <u>Member</u> Arc Executive Committee
8.	Direct & Indirect Reporting Line	<u>Direct Line Manager</u> Chief Executive Officer (CEO), Arc (SMF1)  <u>Indirect (dotted) Line Manager</u> N/A
9.	Direct & Indirect Reports	<u>Direct Reports</u> Director of Operations Director of Technical Claims Director of Customer  <u>Indirect (dotted) Reports</u> Finance Manager, Arc
10.	Key Stakeholders	Arc Board AMT Intermediaries AmTrust International Shared Services Functions Regulators Customers

11.	Applicable FCA Conduct Rules & PRA Conduct Standards (Dual Regulated Insurer)	<p>First tier – Individual</p> <ol style="list-style-type: none"> <li>1. You must act with integrity</li> <li>2. You must act with due skill, care and diligence</li> <li>3. You must be open and cooperative with the FCA, the PRA and other regulators</li> <li>4. You must pay due regard to the interests of customers and treat them fairly</li> <li>5. You must observe proper standards of market conduct</li> <li>6. You must act to deliver good outcomes for retail customers</li> </ol> <p>Second tier – Senior Manager</p> <ol style="list-style-type: none"> <li>1. You must take reasonable steps to ensure that the business of the firm for which you are responsible is controlled effectively</li> <li>2. You must take reasonable steps to ensure that the business of the firm for which you are responsible complies with relevant requirements and standards of the regulatory system</li> <li>3. You must take reasonable steps to ensure that any delegation of your responsibilities is to an appropriate person and that you oversee the discharge of the delegated responsibility effectively</li> <li>4. You must disclose appropriately any information of which the FCA or PRA would reasonably expect notice</li> </ol>
12.	Last Review Date	September 2025

## Position Overview

Reporting to the CEO, Arc, the COO has overall responsibility for the development, communication and implementation of Arc's operating strategy. The COO will be responsible for policies and procedures, technology solutions, data integrity, security and has overall responsibility for the operational areas of the business, including Facilities, Finance Operations/Credit Control, Supply Chain, Customer Relations, Claims and Legal Helpline. The COO will also work closely with IT, ensuring that the Company works as efficiently as possible in pursuit of Arc's strategic objectives. The holder will work closely with the CEO, and other Directors to support and assist in the continued development and success of the Company

## Essential Job Functions

- Development of the Company's operational strategy, in conjunction with the CEO and Company Directors.
- Communication and implementation of the operational strategy within all Company locations.
- Design and operate effective, efficient and well controlled systems, processes and key controls.
- Monitor business performance to drive quality and productivity improvements in conjunction with cost management/reduction programmes.
- Lead the administration, business intelligence, business analysis and enterprise data functions.
- Liaise with Amtrust Group shared services, where applicable, to ensure superior service delivery for Arc.
- Ensure effective supplier management and service provider delivery.
- Oversee Arc's Finance Operations department ensuring efficient Bordereaux, Premium and Credit Control management.
- Manage facilities ensuring high standards and effective use.

- Provide leadership and development to direct reports.
- Meet budget and expense ratio targets.
- Ensure high satisfaction levels of all stakeholders of Arc.
- Ensure that all activities and operations are performed in compliance with local regulations and laws governing business operations.
- Design and manage the Business Continuity Plans over three sites.
- Partner with key stakeholders to understand, influence and implement operations strategies that support new products and provide excellent service standards.
- Review and produce operations metrics and continuously monitor and ensure implementation of any improvements required.
- To carry out all work in accordance with agreed service standards and FCA regulations.
- Comply with procedures, policies and regulations as relevant to remit.
- Ensure you and your direct reports complete all mandatory and job specific training requirements in line with the required time frames.
- Complete the required number of hours of Continuing Professional Development (CPD) as it pertains to your role and applicable qualifications and ensure this is logged in Workday. Ensure the same for direct reports.
- Complete the annual performance review process for all direct reports, to include completing a thorough assessment as it relates to performance against delivery in post, the core competency framework and conduct standards as applicable. Ensure appropriate goals are set, learning and development plans completed and that any performance or behaviour not meeting expectations is managed promptly and appropriately.
- Fully participate in all applicable fitness and proprietary and Performance Review processes. Promptly advise your line manager/HR as to any matter that may be relevant and/or impact your ability to perform in your role
- Other duties may be assigned in order to meet the on-going needs of the organisation.

## **Qualifications, Experience, Competence**

### **Qualifications**

- Bachelor's degree (desirable)
- Management qualification (desirable)

### **Experience**

- Significant operations management and relevant industry experience.
- Experience operating at senior executive/board level within a regulated environment.
- Experience in delivering results through a range of operating models.
- Proven experience in delivering against committed plans, working with and through direct and virtual teams.
- In-depth experience in vendor evaluation, selection and on-going relationship management.
- Strong expertise in product selection, procurement and replacement strategies.
- Experienced in people management and development with a proven ability to lead and develop a team.
- Practical experience of leading through change.

### **Functional/Technical Competencies**

- Proven ability to execute against plan within agreed budgets.
- Exceptional leadership skills.
- Outstanding written and verbal communication.
- Strong organisational, supervisory and interpersonal skills.
- Strong IT skills across all the core MS office products.

### **Core AmTrust Behavioural & Professional Competencies (Management)**

**Leading Others:** Leads by example; enables and empowers the team to perform at their highest level through establishing clear objectives and providing meaningful direction; ensures everyone understands their part in achieving department and business goals; facilitates delivery and supports the removal of barriers; engages in regular two-way dialogue and provides regular and candid feedback and coaching; is fair and consistent in the management of the team; promotes equality and opportunity; recognises contribution and celebrates success; fosters a positive and high performing environment.

**Business Acumen:** Understands core insurance principles and the terminology and practices of the business as appropriate to their role; ensures that their team understands the connection between their own work and other areas of the business; is aware of external industry and environmental factors and the impact that these may have on the organisation; is innovative in outlook and determines the appropriate risk and reward balance in driving meaningful business results.

**Relationship Management & Customer Focus:** Builds and maintains strong internal and external customer and other strategic/provider relationships; effectively identifies and considers customer needs while balancing business needs; makes decisions that add value for the customer; ensures responsibility for and delivery against agreed service levels and commitments; strives to deliver excellence and innovates to deliver solutions; ensure that all our customers are treated fairly and receive good outcomes in accordance with our regulatory requirements.

**Risk Management:** Is able to identify, prevent and / or mitigate through effective controls or timely remedial action common areas of business risk for their functional or business area; establishes and maintains an appropriate control environment; ensures the timely reporting of any risk related matter to the appropriate party; ensures the timely closure of internal audit actions; takes responsibility for and drives continuous improvement in the management of risk.

**Collaboration:** Demonstrates respect and integrity in all collaboration with others; works with rather than competes with others in the business to achieve company goals; builds trust through open communication and transparent agendas; adapts style and messaging appropriately; seeks out and listens to the opinions of others; promotes an inclusive culture that values diversity.

**Continuing Professional Development:** Proactively keeps up to date with regulatory and professional changes; ensures that both they and the team maintain the required knowledge and skills to perform in post and undertake all required / mandatory training; encourages and facilitates an environment of continuous learning and self-improvement; puts measures into place to ensure annual Continuing Professional Development (CPD) obligations are achieved as appropriate to both self and team.

**AmTrust Values:** Able to demonstrate and role model AmTrust's values: Excellence, Innovation, Integrity, Responsibility, Inclusion and Teamwork.

**Conduct Rules & Standards:** Acts at all times in accordance with the FCA Conduct Rules and PRA Conduct Standards (see above).

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the on-going needs of the organisation.