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| 1. | Job Title | Project Manager |
| 2. | Function & Business Unit | Operations |
| 3. | Location | Brierley Hill / Colchester |
| 4. | Hiring Entity | Arc Legal Group |
| 5. | Insurance Distribution Directive (IDD) Continuing Professional Development (CPD) Requirements | IDD CPD - in scope |
| 6. | Committee Roles | Member   * None |
| 7. | Direct & Indirect  Reporting Line | Direct Line Manager  TBC – Director of Operations in the interim  Indirect (dotted) Line Manager  None |
| 8. | Direct & Indirect Reports | Direct Reports  None  Indirect (dotted) Reports  None |
| 9. | Key Stakeholders | Head of Business Development  Business Services Manager  Head of Technical Claims |
| 10. | Last Review Date | August 2025 |

# Position overview

To drive the formulation, planning, delivery and management of Arc Projects in accordance with the Company’s policies and procedures, so that the project(s) business objectives are achieved.

## Essential job functions

The Project Manager will:

* Shaping and managing projects such that required projects goals are delivered efficiently, effectively and to time, cost and quality.
* Identify, obtain and manage resource requirements for projects.
* Use financial experience, knowledge and analytical skills to investigate all issues escalated by the team, communicating with appropriate key stakeholders to ensure an agreed resolution and make recommendations to prevent future reoccurrence.
* Ensure that risks and issues are managed and/or escalated with solutions/options proposed for resolution.
* Provide intelligent, accurate and timely reporting.

# General

* 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 your direct reports complete and log any required CPD
* 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
* 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. Ensure appropriate objectives are set, learning and development plans completed and that any performance or behaviour not meeting expectations is managed promptly and appropriately.
* Other duties may be assigned in order to meet the on-going needs of the organisation

# Qualifications, experience and competence

### Qualifications

* Professional membership
  + Project Management – Prince2 or equivalent

### Experience and functional/technical competencies

* Project Management experience
* Confidence to own tasks without supervision
* Intermediate/advanced Microsoft Excel skills
* Excellent organisational and time keeping skills

Education/Key skills

* Numerate and literate
* Good people skills and ability to communicate and build rapport

Essential

* Excellent verbal and written communication

Desirable

* Good investigative and research skills
* Data analysis experience
* Degree educated
* Sound insurance knowledge and awareness
* Good understanding of the UK insurance marketplace

# Core behavioural and professional competencies

**Results Driven:** Displays energy, determination, and a sense of urgency to get the job done; understands the importance of meeting deadlines to achieve objectives; takes responsibility for organising own workload to ensure goals are met; identifies barriers or issues that might impact adversely on getting the job done and is proactive and innovative in resolving problems and finding solutions; strives for excellence.

**Adaptable & Open to Change**: Demonstrates a willingness to adapt and change according to circumstances; is able to comfortably handle ambiguity and changes in priorities; identifies the requirement to demonstrate flexibility for the wider benefit of the department and the business; supports change and the drive to continuously improve.

**Relationship Management & Customer Focus:** Builds and maintains strong internal and external customer and other relationships as relevant to role; is able to effectively understand and support customer needs while balancing business needs; takes responsibility for meeting agreed service levels and other commitments.; strives to deliver excellence and innovates to deliver solutions; ensures that everything that they do complies with all Treating Customers Fairly (TCF) principles.

**Risk Management:** Is able to understand and identify common types of business risks for their functional or business area; actively supports the maintenance of an effective control environment; takes timely remedial action as may be required to prevent or minimise loss; proactively escalates risks to the appropriate party; supports 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; adapts style and messaging appropriately; seeks out and listens to the opinions of others; supports team building and an inclusive culture that values diversity.

**Continuing Professional Development:** Proactively keeps up to date with regulatory and professional changes; maintains the required knowledge and skills to perform in post and undertakes all required / mandatory training; ensures that annual learning and development plans and Continuing Professional Development (CPD) obligations are achieved.

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.