



## AmTrust International – Role Profile/Job Description

1	Job Title	Product Governance Manager
2	Certification Function	Significant Management for Arc Legal Assistance Limited (Arc) Aspects of the firm's business in which the individual will be involved: <ul style="list-style-type: none"> <li>Wholesale product design and manufacture</li> <li>Retail product design and manufacture</li> </ul>
3	Function & Business Unit	Product Governance, Business Control & Governance - Arc
4	Location	Cardiff / Colchester / Brierley Hill
5	Direct & Indirect Reporting Line	<u>Direct Line Manager</u> Director of Business Control & Governance, Arc  <u>Indirect (dotted) Line Manager</u> None
6	Direct & Indirect Reports	<u>Direct Reports</u> <ol style="list-style-type: none"> <li>Senior Wording Technician</li> <li>Wording Technician</li> <li>Product Governance Technician</li> </ol>
7	Committee Roles	<u>Chair</u> None  <u>Vice chair</u> Arc Conduct & Product Governance Committee  <u>Member</u> None
8	Key Stakeholders	Arc Legal Board Arc Legal Executive Committee
9	Applicable Conduct Rules	Individual Conduct Rules <ol style="list-style-type: none"> <li>You must act with integrity.</li> <li>You must act with due skill, care and diligence.</li> <li>You must be open and cooperative with the FCA, the PRA and other regulators.</li> </ol>

		4. You must pay due regard to the interests of customers and treat them fairly. 5. You must observe proper standards of market conduct. 6. You must act to deliver good outcomes for retail customers.
10	Date Reviewed & Agreed by Line Manager & Post Holder	June 2025

## Position Overview

Playing a key regulatory role within the Product function, the **Product Governance Manager** will be responsible for carrying out new product development and existing product reviews to ensure they provide fair value, are suitable for the target market, and are distributed through appropriate channels. The role will be responsible for ensuring the completion of actions identified during these reviews to maintain an appropriate product suite for Arc.

## Essential Job Functions

### Product Governance:

- Ownership of all Product Approval and Governance processes across all Arc manufactured insurance products, conducting product reviews, ongoing product monitoring, analysing and challenging where appropriate reports, data and information provided by the business areas in support of these reviews
- Responsible for the completion of Fair Value Assessments, completing and supplying required MI reports and monitoring the progress of FVA's to ensure that they have been completed on an annual basis
- Responsibility for IDD product management across the various classes of business, specifically Legal Expenses (class 17) and Assistance (class 18) classes of business
- Ensuring harmonisation and standardisation of products and associated policy documentation where identified and agreed
- Production, review and oversight of all key insurance documentation
- Liaise and work in partnership with external stakeholders including underwriters and regulators
- Assist Arc's Commercial team with the introduction and development of new products and adaptations to existing products, including documenting the approval process with clear audit trails and versioning
- Work with Arc's Data team to ensure the full suite of MI is available and remains fit for purpose for all relevant Product Governance and FVA activities.

### General Tasks:

- Attendance at the Conduct and Product Governance Committee meetings to present and report on applicable activities
- Prepare Product Governance reporting packs for the Director of Business Control to present in Executive and Board Committees
- Maintain an up to date suite of Standard Operating Procedures
- Ensure all duties are carried out in accordance with company procedures, FCA regulations, binding authority obligations and all legal and regulatory requirements
- Comply with AmTrust's group 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, including 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

- Other duties as may be assigned in order to meet the on-going needs of the organisation

## **Qualifications, Experience, Competence**

Professional CII qualification is desirable but not essential

### **Experience**

#### **Essential**

- Strong experience within a Product Governance related role in the Insurance sector
- Experience of operating within a regulatory framework at a senior level

### **Functional/Technical Competencies**

#### **Knowledge**

- Awareness of the regulatory environment within financial services and applicable FCA and EU regulation e.g. FCA PROD, IDD
- Knowledge of Product Governance regulatory requirements and best practice
- Knowledge of General Insurance and Ancillary Insurance products

#### **Skills**

- Team Management
- Confidence in building strong working relationships

### **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 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; 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:** Acts at all times in accordance with the Conduct Rules (see above)