

### Role Profile

<b>Role title: Senior Manager, Agent and Membership Services</b>	<b>Department: Market Services</b>
<b>Job Level: Band 2</b>	<b>Role holder: TBA</b>

**Reports to: Head of Market Services**

#### **Overall purpose:**

To be an integral part of Market Services' Leadership Team, operating as a 'Board', contributing to departmental vision and the long-term strategic direction and success of the department, following best practice frameworks and Senior Management oversight of delivery for those functions which the role holder is responsible, in line with the Corporation's Three-Year Plan.

To drive delivery of effective services to the market, also developing new services that add value to stakeholders, consistent with a culture of continuous improvement.

Collaboratively build and maintain strong business relationships with key internal and external stakeholders e.g. Members' Agents, Managing Agents and Capital Providers.

To act as Executive Project Sponsor, as appropriate for Market Services' Strategic Projects.

To be accountable for all Risk Management and Compliance across those functions for which the role holder is responsible and for Market Services a whole, as a member of the Leadership Team.

To act as and be recognised as a role model for colleagues and stakeholders, explicitly demonstrating behaviours in accordance with Corporation Values and Market Services' agreed ways of working together, aligning performance with departmental strategic goals.

#### **Major responsibilities and accountabilities:**

- Leadership support of the following functions:
  - Membership Services – Understanding customer needs, as Members / Capital Providers join, resign and amend their participation in the Lloyd's Market and ensuring oversight of operational delivery and driving improvements.
  - Managing Agent Services – As above, but for Managing Agents, acting on behalf of Insurance Syndicates and developing relationships with a view to introducing new services for this customer segment.
  - Alpha Insurance Analysts – Providing operational support activities via an outsource agreement.
- Provide strategic input to Market Services' vision, strategy and business plans
- Working collaboratively with the Head of Market Services, peers and Team Managers to support Market Services' strategic goals and objectives
- Proactively identify, promote and support change at all levels across Market Services
- Proactively build strategic relationships through regular dialogue with Members Agents, Managing Agents, Legal & Compliance, Market Finance, Capital Providers and other key internal and

external stakeholders

- Drive enhancements to service standards and processes, with particular focus on continuous improvement through initiatives such as Lean and Business Process Reviews
- To act as an ambassador for Market Services and the Corporation, ensuring that you are fully conversant and able to educate others on Market Services' and Corporation Strategic Direction, together with industry developments e.g. Solvency II and Strategic Priorities
- Working with Team Managers and the Risk Committee, proactively identify and manage risks, ensuring effective controls are in place.
- Encourage and build a flexible labour pool through cross-training, development of key skills with the avoidance of 'key man risk' or single points of failure
- **Health & Safety:** Ensure self and reporting staff read and understand the Lloyd's Health & Safety at Work Policy.
- **Information Security:** Ensure self and reporting staff read, understand and adhere to the Lloyd's Information Security Policy.
- **Business Continuity:** Ensure self and reporting staff are aware of the Business Continuity Plan for their Department including response to alarms, meeting places and call cascades etc.
- **Legal & Compliance:** Ensure self and reporting staff adhere to requirements of Compliance Manual and relevant laws (e.g. Equal Opportunities, Data Protection etc).

#### VALUES:

##### Commerciality

- Gathers and makes sense of disparate business inputs from internal and external sources
- Considers issues and opportunities outside of their own area of expertise
- Analyses relevant industry information to spot trends and predict opportunities and threats
- Understands trends and patterns in business data and uses this to develop business plans, actions or processes
- Ensures cost management is identified and implemented throughout the teams

##### Accountability

- Confronts difficulties in a calm and considered way
- Makes and follows through on difficult decisions
- Anticipates consequences of tough decisions and as a result deals with them effectively
- Takes appropriate risks in order to achieve objectives
- Monitors own and team's performance, driving continued progress toward objectives
- Considers resource implications and builds contingency plans
- Forms clear decisions on issues which enable themselves and others to act

##### Collaboration

- Promotes information sharing amongst interested parties to achieve effective decision making
- Supportive of others' priorities and initiatives, demonstrating a willingness to participate, contribute and learn from them
- Understands their own behaviour and how it affects others and, as a result, manages their behaviour appropriately
- Promotes consideration of stakeholder views in internal decisions
- Constructively challenges team preferences but supports the ultimate decision
- Makes optimal use of others' skills and abilities across the team and organisation

**Flexibility**

- Learns rapidly, tackling new challenges and solving problems as they occur
- Sees issues within their wider context
- Remains open to new or conflicting information once decisions have been made
- Knows the limits of their own abilities and when to bring in technical experts
- Comfortable in a challenging environment
- Maintains confidence in the face of ambiguity

**Excellence**

- Is an advocate for Lloyd's standards exemplifying how they contribute to business success
- Constructively challenges others, irrespective of position, when they judge their behaviour or work quality to be below the expected standard
- Driven towards outcomes that have a broad impact
- Avoids unhelpful criticisms of others; ensures objectivity of views
- Displays a balanced response to personal criticism
- Invests time and energy to improve personal expertise and capability
- Very hard working and highly focussed
- Recognises achievements and celebrates success

**CAPABILITIES****Information Management**

- Collecting and collating relevant data
- Keeping data up to date and accurate
- Analysing and interpreting data accurately
- Applying appropriate levels of security to data
- Sharing data willingly

**Project Management**

- Planning and prioritising
- Monitoring and tracking projects
- Problem solving
- Managing and controlling projects
- Reaching desired outcomes

**Risk Management**

- Basing decisions on risk versus benefit
- Identifying and communicating risks
- Reducing risks through practical solutions
- Taking informed risks
- Monitoring developments in risk

**People Management**

- Managing our own performance
- Developing and supporting
- Encouraging and motivating
- Providing clarity and collaborating
- Giving, seeking and receiving feedback willingly

**Limitations on authority:**

- Expenditure limited to signing authority limits
- Specific authority for project budgets as they arise, subject to business case approval
- No authority is held to communicate directly with the Financial Services Authority. All liaison must be initially channelled via the Compliance Team.
- Communication with the media must be initially channelled via the Communications Team.

**Skills, knowledge and experience:**

- Strong Leadership skills
- Confident, self starter, capable of showing initiative and driving a change agenda
- Working knowledge of the Agent & Membership Services group's functions is desirable, but not essential
- Proven ability to build, influence and maintain key stakeholder relationships
- Good communicator, able to convey the message appropriately and ensure it is understood by the audience
- Strong analytical skills
- Team player at all levels
- Presentation skills
- Ability to optimise use of technology
- Time Management, ensuring delivery, to agreed standards/commitments

**Date prepared/revised:**

**Confirmed as an accurate description**

**Role holder's signature:**

**Immediate manager's signature:**