

Position: Insurance Consultants with change, project and process management experience

Location: London with frequent travel

Reporting to: Principal Consultant

Remuneration: £40k to £120k (+benefits) dependant on level of skills and experience

Background to the Business Consulting Team

We are recognised as one of the leading providers of professional services to the international insurance and reinsurance industry. Our business consulting team is made up of practitioners and professionals with practical insurance expertise in change, project and process management, financial accounting, business analysis and IT development. We work with our clients to identify the changes needed to improve their business processes, minimise operating overheads, and implement controls required to meet new regulations. We deliver tailored solutions to meet our clients' needs and work with our clients' management teams so that they can resume control seamlessly on conclusion of each assignment.

Background to this opportunity

We are building our consultancy practice to meet the increasing demands of our clients for our consulting products and services and as a result we are seeking highly professional consultants to meet and exceed client expectations. The key performance indicators, skills, experience and knowledge that we are looking for are detailed at an entry level. There are opportunities within the business consultancy team at all levels of experience.

Overall purpose of these roles

The successful candidates will be working in an innovative growth environment with (re)insurance industry practitioners delivering high quality services to clients in a change environment. They will be responsible for the overall planning, execution, control and managing of resources to bring about the successful completion of specific client targets and objectives within agreed scopes, time and budgets to enhance service delivery to our clients. Additionally, the successful candidates will be tasked with winning new business, identifying and converting on-sell opportunities and establishing long lasting relationships with new clients.

We are looking to recruit consultancy professionals who have a passion to continually develop and learn new skills and who are flexible and adaptable to working outside 'normal' hours. The role will require extensive travel to client sites and therefore the ability to self motivate and be comfortable meeting new people are important.

Critical success factors

The successful candidates will need to:

- Deliver both personally and through teams with a focus on outcomes
- Thrive in changing and flexible environments
- Overcome resistance and use influencing skills to build lasting commitment to change
- Produce quality outputs and lasting solutions that clients will 'own'
- Develop trust and confidence with teams and clients
- Secure new business and identify on sell opportunities
- Work on their own, within a team or with multiple teams using their initiative to enhance results and anticipate issues
- Report on progress through full understanding of client issues and services required
- Meet all agreed priorities, objectives and output targets from a client and Pro perspective

To be considered for the position you will need the following essential knowledge, experience and skills:

Knowledge and Experience

- Experience of working in a consultancy in project environment teams, working to meet the needs of the client
- Ability to understand business issues, a diagnostic capability, identifying options and recommending solutions
- Experience of building, developing and managing large scale client relationships
- Experience of presenting to clients at a senior management level
- A good understanding of what it takes to maintain and develop the most productive client relationships
- Proven ability to manage change initiatives and project manage implementation
- Must be able to quickly understand the client, their products and their requirements
- Strong understanding of the (re)insurance market, with practical experience in service delivery

Skills

- Excellent and demonstrable written and verbal communication skills
- Ability to work in a pressurised environment and meeting demanding client deadlines
- Ability to effectively manage client relationships, promptly responds to queries, ensure promises are kept and manage expectations
- Excellent organisational and time management skills
- Experience of providing innovative solutions to client needs and requirements