

OUTLINE JOB DESCRIPTION

Role: Innovation Delivery Director

Purpose: Lead delivery across a portfolio of exciting global insurance innovation clients. This role majors on delivery team leadership, project design and oversight, and gross margin control.

Package: Competitive base salary, depending on experience, plus package (see below)

Basis of employment: permanent full-time.

Base location: London (with travel in UK and beyond).

Start: ASAP.

To apply: contact hiring@ninety.co.uk with a Covering Letter (1 page max) plus CV.

Reporting to: Ninety Client Partner

Responsible for: Line manager to a consulting and delivery team; supported by operations and admin.

Overview:

Ninety Consulting is an established boutique insurance innovation specialist, working with large global insurance brands, and competing successfully with Big 4 consultancies.

We are looking for a Innovation Delivery Director to work closely with one of our Client Partners and to take full responsibility for all delivery within their account portfolio (c£2m annually). The Delivery Director role will be shaping solutions and supporting the Client Partner in sales and pitching situations, leading the delivery team in executing that portfolio of work, while ensuring high-margin and high-quality project delivery throughout. We'd expect you to have meaningful hands-on delivery involvement and utilisation level for the role should be c.65%.

You must have a strong innovation and digital delivery record, and a proven and impressive senior digital transformation or innovation consulting project leadership experience. You should be able to lead multi-skilled teams and client resource mixes. The role is likely to suit people with agency or consulting backgrounds, working for medium to large digital agencies or consultancies, or in the digital functions of some of the system integrators (e.g. Deloitte Digital). Significant experience in senior delivery roles at a proposition testing / design specialist (e.g. Market Gravity, Adaptive Lab) could be highly relevant. The role may suit people with client-side experience, and particularly those with strong innovation or digital experience in the insurance sector with responsibility for transformational change and delivery.

We are a business with huge growth ambitions and a strong and active growth plan, who are intentionally setting about building for scale with strong advisors on board. Your career path at Ninety can be exciting and varied, including involvement in a potential series of internal product innovation initiatives. In the very short-term, though, we will want to see success in high-margin and high-quality delivery.

A different sort of company:

We are motivated by a desire to use our profits to play a big part in addressing causes of poverty in third world countries. Ninety Consulting is a wholly-owned subsidiary of a registered social enterprise, Ninety CIC, and 90% of our distributable profit goes to such causes, with the other 10% being shared amongst staff as a profit share. Our vision is to give £1bn to social causes over a 30-year timeframe.

Buy-in to our vision and cause is an important part of feeling part of the team at Ninety.

Remuneration & reward:

We are seeking people who are looking for a purpose-driven career, in which they can make a tangible difference to 10,000's of the extreme poor every year. We will be looking for strong evidence of social motivation over personal ambition. Competitive base salary, depending on experience, plus benefits including pension, life and health insurance, plus a share of 10% profit.

Hiring process:

We will hold initial telephone interviews, then invite a handful of candidates to formal interview. Those who seem to fit best at formal interview will be invited to a more detailed interview at which they will be asked

to present a proposal and talk through approaches. References will be taken up. We also do a variety of psychometric testing. We would rather take time and get the right person. We want to build for longevity.

DETAILED JOB DESCRIPTION

Purpose of role

To competently and excellently lead and coach a team in delivering projects to clients, with a team of dedicated team members reporting to you, and a focus on high-margin, high-quality delivery. Around 65% of your time should be billable and on fees. To shape project approaches and support the Client Partner in using these to close deals.

Job responsibilities

Key responsibilities pertain to leading a delivery team:

- Delivering a portfolio of projects with a net fee income of c. £2m pa.
- Constructing project plans with support from your delivery team.
- Billing your own time – around 65%.
- Reporting plans, project status and progress to your Client Partner.
- Handling escalation & resolving issues, wherever they arise.
- Ensuring your delivery team is delivering well and keeping clients highly-satisfied.
- Making sure your delivery team is earning high gross margins.
- Ensuring team wellbeing, and making sure your team are happy, enthused and positive.
- Working with a Delivery Operations Manager in our operations function to keep budget management and project resourcing well-administered.
- Creating compelling project approaches and helping pitch for new business opportunities.
- Seeking economies of scale wherever possible, and adding to the Ninety methodologies as appropriate.
- Identifying extensions & value add sales to offer clients where helpful during project timelines.
- Promoting Ninety's values, integrity & ethics.
- Handling miscellaneous other tasks as agreed with your Client Partner and other Ninety directors.

Qualifications and experience required

We are looking for the following hard skills:

- Minimum of 10 years of hands-on innovation and digital transformation, or equivalent delivery experience, with a minimum of 5 years of experience of the insurance sector.
- Strong, clear, broad and impressive evidence of direct responsibility and accountability for delivery of innovation and digital transformation initiatives for major brands. We are looking for people who can evidence that they can deliver a £2m annual portfolio of client projects. We do not need you to have a software engineering background, but we are looking for a background of primary delivery responsibility and hands-on execution of some or all of the following (with specialist teams acting in support):
 - o Innovation consulting or value proposition development, including MVP development, ideation management, pilot / PoCs, etc.
 - o Digital strategy & IT consulting, planning and roadmap development,
 - o Digital solution design & implementation (e.g. new web platforms, trading systems, UX/UI, content management migration, CRM, etc.), technology delivery (e.g. digital tech architecture, data hosting, integrations, test approaches, security considerations etc.)
 - o Throughout the above, we are looking for an evidence of a wide range of significant 6- and 7-figure project budgets and support in winning pitches.
 - o Delivery of significant programmes and projects in a commercial context
- Strong team leadership, motivation, formation, recruitment, team member support, briefing, etc. along with client support, reporting, reconciliations, escalation, etc and project construction, planning, approach development, costing & estimation, resourcing & logistics, etc.
- We will be looking for strong, clear, broad and impressive evidence of your thinking and successes in:
 - o Test & learn methods, lean startup approaches, iterative methods
 - o Customer co-design, UCD approaches, design thinking, customer research & participation

- o Agile collaboration, Scrum techniques, Scrum Mastering, Agile coaching, Jira/Confluence familiarity, Kanban understanding, and full use of digital collaboration toolsets like Slack, Skype, and more.
- Evidence of strong client contractual understanding, information security sensitivity, regulatory awareness (esp. FCA) and data protection rules.

Sector & market experience and understanding:

- Must-have: strong insurance experience in the UK market
- Nice to have: insurance experience in other markets

Personal attributes:

- Alignment to our social vision, with a demonstrable willingness to put personal legacy above personal ambition.
- Intelligence, perseverance and hard graft: a demanding and high-calibre qualification may help prove that, but we are not hung up on qualifications per se.
- Strong references: from previous employers, but also from previous clients. We'll be looking for signs of performance and excellence, but also for evidence of character, integrity, and ethics.
- Diplomacy, attention to detail, good numerical, organisational and time management skills and a genuine interest in business, plus excellent MS Office, interpersonal, team working and written/verbal communication skills.
- People management skills, effective coaching and team building.
- Flexibility in approach, thinking and ways of working.
- Ethics, fairness and integrity, all of which are very important at Ninety, and will need to be evidenced.

Logistics & reporting

The role is based in London, UK. You will spend significant time with clients, and with your delivery team members. Projects or business development will likely also require travel further afield, with plans to target accounts in the USA and beyond. Ability to travel is important to the role, though we are believers in strong work-life balance, and would seldom ask team members to work away from home for extended periods.

You will report to a Client Partner; whose role is to build and manage the account portfolio in which you will take primary delivery responsibility. The Client Partner role majors on senior sales, account management and oversight of the delivery team, but with you responsible for the delivery team and its activities.

You will lead a delivery and consulting team of about 5-6, some of which exists already, and some of which you will help to build. You will be working with multiple clients. This team will be the primary delivery engine for the projects you are responsible for but will be extended on a project-by-project basis with a pool of experienced Associates and a set of strategic partners.