

## OUTLINE JOB DESCRIPTION

**Role:** Innovation Consultant

**Purpose:** Help deliver exciting global insurance innovation projects from proposition development and new product / service development to market pilot.

**Package:** Competitive base salary, depending on experience, plus package

**Basis of employment:** permanent full-time.

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

**Start:** ASAP.

**To apply:** contact [hiring@ninety.co.uk](mailto:hiring@ninety.co.uk) with your Cover Letter (max 1 page) and CV.

**Reporting to:** an Innovation Engagement Lead.

**Responsible for:** junior consulting team on a project-by-project basis, and possibly some line management over time; supported by operations and admin

### Overview of the Role:

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 Consultant to work on a range of exciting innovation, proposition development and product launch projects in the UK and beyond. Line managed by the Innovation Delivery Director, but working on a project-by-project basis for a Innovation Engagement Lead, the role here will be responsible for delivering the agreed project activities and deliverables, using the methodologies that Ninety already offers, as well as by developing new ones as required. You will be working within a delivery team that works as a pool of specialists across a range of our innovation projects. Depending on the project need, the Delivery Director will assemble different groups of consultants from within the team. The role will specifically be responsible for ensuring efficient and high quality delivery of our award-winning 123 methodology for insurance innovation and for taking on important tasks in bespoke consulting engagements and other services, including developing new customer value propositions.

We'd expect you to have impressive experience of hands-on delivery involvement, and to be highly involved. We are looking for someone who is eager to keep their sleeves rolled up, delivering ideation methodologies, innovation approaches, proposition development projects, and MVP / PoCs with real consumers. You must have a strong innovation and digital delivery record, and proven and impressive digital transformation or innovation consulting project experience. The role is likely to suit people with agency or consulting backgrounds, working for digital agencies or consultancies, or in the digital functions of some of the system integrators (e.g. Deloitte Digital). Significant experience on projects 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 good innovation or digital experience in the insurance sector. The role may also suit tech startup entrepreneurs who have been learning how to build their own tech startup, but want to use these sorts of techniques with a wider team around them and a greater variety of opportunities.

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, with the growing business offering opportunities for role expansion and promotion for deserving candidates.

### 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 package benefits including pension, life and health insurance, plus a share of 10% profit.

**Hiring process:**

we will filter applications, 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 are a fast growing business that is looking for the right people to build for longevity.

## DETAILED JOB DESCRIPTION

### Purpose of role

To deliver key activities and deliverables on projects under guidance and leadership from an Innovation Engagement Lead. To bill a minimum of 75% of time on client projects.

### Job responsibilities

Key responsibilities pertain to leading delivery projects:

- **Ninety Methodologies**  
Supporting the bedding-in and extension of Ninety's methodologies. Maintaining a customer-centred approach to idea development. Promoting Ninety's values, integrity & ethics. Identifying extensions & value add sales to offer clients where helpful during project timelines.
- **Facilitating Innovation**  
Delivering high-quality project activities and deliverables using Ninety Methodologies. Keeping clients highly-satisfied and addressing issues, where appropriate, throughout innovation process. Supporting innovation culture in ways of working with clients and colleagues. Reporting plans, activity / deliverable status and progress to your Innovation Engagement Lead.
- **Teamwork**  
Collaborating well with your teammates, and being efficient in delivery. Handling miscellaneous other tasks as agreed with your Innovation Engagement Lead and other Ninety senior leaders. Managing more junior members of the team where required. Working with colleagues to develop and refine our approaches while expanding your own knowledge and skills.

### Qualifications and experience required

#### We are looking for the following hard skills:

- Minimum of 3 years of hands-on innovation and digital transformation delivery experience, or equivalent from the tech startup scene.
- Strong, clear, broad and impressive evidence of involvement in innovation and digital transformation initiatives. We do not need you to have a software engineering background, but we are looking for a background such as:
  - 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.)
- We will be looking for clear 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 information security sensitivity and data protection awareness and broad understanding of regulatory implications (esp. FCA).
- Understanding and interest in the insurance industry (desirable)

**We are looking for the following personal attributes:**

- Alignment to our social vision, with a demonstrable willingness to put personal legacy above personal ambition.
- Innovative mindset and entrepreneurial spirit.
- Intelligence, perseverance and hard graft: a demanding 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.
- 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 project team mates which may be throughout the UK. Projects 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 an Innovation Engagement Lead, whose role is to lead delivery of a range of projects.

You will have some level of responsibility, on a case-by-case basis, for Junior Consultants and potentially for work by experienced Associates and a set of strategic partners