

Residential Property Business Manager

Salary: up to £60,000pa dependent on experience

Location: Maitland House – Southend – On-Sea (the successful candidate must be within 1.5hr commute of the office and there will be some UK travel)

Overview:

The Residential Property Business Manager will be responsible for the delivery of the income plan and identifying opportunities externally and internally. The role holder will also provide the day to day leadership and management of a team consisting of Account Relationship Manager, Branch Manager, Product Executive and Broker Executives managing the execution of vision and distribution strategy to achieve growth, sales and revenue targets of the group. The role holder will work closely with the Head of Residential Property and other senior stakeholders and across the business functions for all areas of delivery of the Residential insurance proposition.

Key Responsibilities:

- Responsible for effectively leading people and driving a high performance culture through communicating the business plan and vision, engaging all within the team, keeping them up to date with performance against plan.
- Optimise Partner Relationships through external contact with partner as per Engagement Matrix with particular focus in delivering support to help grow/develop the business
- Embeds a Culture of winning the business – Sales or after-sales, leading by example by getting to understand their business top to bottom and demonstrates this to partners.
- Works with Account Relationship Manager, Branch Manager and Broker Executives to spot income opportunities for both new and existing business and regularly reviews account performance.
- Oversee the timely and accurate delivery of MI and other reports specific to each partner
- Manage and maintain formal contracts and records with the Brand partners
- Provide ongoing feedback together with formal monthly reports to the Head of Residential Property.
- Leads the team, coaching and mentoring in the work to maximize performance.
- Work closely with the Pricing Team to understand benchmark pricing ensuring ongoing monitoring and review is undertaken to ensure key customer segments are optimised to meet revenue and sales targets
- In-depth review of market and competitors to include regular Competitor Analysis – product, service and pricing to be benchmarked for key partner product sets to deliver sales results and propositions that meet partner, end customer needs and Group needs

- Working with Product Executive and other key stakeholders to deliver these propositions and achieve these goals
- Work closely with the Marketing, Innovation and E-commerce team to maximize performance.
- Identifies skills gaps for team and create capability plan to support overall development of the team.
- Drives an energetic, focused and action oriented culture that celebrates success and learns quickly from mistakes.
- Legal, Regulatory & Compliance – work with all areas of the business to ensure fair treatment of customers is core to all product and processes
- Represent the Head of Residential Property in any internal and external meetings as required
- Any other adhoc duties as required

Skills and Experience:

Required:

- Minimum 2 years personal lines insurance experience, particularly in Home and Lettings insurance products and can demonstrate an understanding of the key elements of personal lines insurance products, account management and distribution
- Experience in managing and developing relationships within a B2B environment, across a range of affinity, corporate partners and Insurers with a proven and current successful track record in this area
- An ability to produce and support accurate and quantifiable business forecasting
- Excellent interpersonal, influencing and communication skills
- Strong organisational and planning skills
- Sales and Business Development–focused with the ability to conduct effective presentations on an individual and group basis
- Robust commercial acumen and appreciation of the wider Group strategy
- Ability to work on own initiative maintaining drive and motivation and to work towards effective delivery of objectives
- Understanding of multiple distribution channels
- Able to work independently without day-to-day oversight from Head of Residential Property to deliver agreed plans and sales targets
- Results driven with a strong ability to plan and execute
- High degree of flexibility and high tolerance for change and a skillful communicator
- Expert knowledge of relationship management and the skills and techniques used to establish and maintain key relationships

Qualifications

- Minimum of 5 GCSEs at grade C or above or equivalent to include Mathematics and English

Competencies:

- Communication
- People & Personal Development
- Teamwork
- Customer Focus/Results/Excellence

About Us

The Hood Group is a privately owned business providing insurance solutions for over 30 years to some of the most well respected brands, insurance partners and financial intermediaries. Established in 1983, we came from modest beginnings in the City of London with a small team of passionate people who wanted to help change insurance for the better. We offer our partners an end-to-end service; from product and quote platform design through to sales and retentions. The Hood Group is now one of the largest employers in South East Essex with around 180 staff, award winning services and cutting edge technology.

We invest in the careers of all our staff, through training, qualifications and by providing a pro-active learning environment. We understand the importance of staff wellbeing and maintaining a good work/life balance and also provide opportunities such as flexible working and career breaks. There is a Group funded Sports and Social committee and we provide free local gym membership, seated acupressure massages, and fitness classes in our onsite Wellbeing studio. On completion of probation we also provide an excellent benefits package that includes life assurance, pension scheme, medical cover, permanent health insurance and much more.