

Job Description: Operations Manager

£45,000 – £50,000 Full Time Salary

An exciting full time opportunity as this well-established Health Insurance provider look to fill a key senior role within our Head Office in Peterborough. You will need excellent communication skills, working within a financially regulated and professional environment, demonstrating influence across all departments and enhancing existing policy, procedure and services. We look to you to build an understanding of our future Company needs, applying your knowledge and experience to establish workable solutions, demonstrating the desire to succeed and the flexibility to overcome challenges. All product training will be provided.

Main Responsibilities of the Role

jobs@generalandmedical.com

- Apply leadership and management within all operational areas across the Company.
- Ensure that procedures are accurate and in line with the FCA guidelines and reflect best business practice for all operational areas, ensuring that changes are effectively communicated.
- Coordination with respective Heads in order to manage departmental audits and maximise efficiencies across the Company and ensure that effort is aligned to drive the business forward.
- Represent the Company professionally in order to develop and influence external business relationships, including relevant business distribution channels, including the management of Intermediary commissions.
- Production and interpretation of regular reports to support the business objectives and appropriate decision-making, identifying opportunities for innovation.
- Support the development and management of products and services offered by the Company, via websites and documentation.
- Drive all areas towards continuous improvement in performance and processes.
- Guide and assist in the development of support and services offered through the company's Medical Advisory Panel.
- Co-ordinate, prioritise and manage relevant projects and developments in order to support business activities.

Your Qualities:

- Experience working within a regulated environment.
- Strong commercial awareness.
- Proven leadership skills with the ability to persuade and influence at all levels.
- Strong problem solving and analytical skills, with a results focused approach.
- Knowledge and experience of continuous improvement methodologies.
- Well-developed communication skills and an excellent team player.

Personal performance, conduct and Development

Meet targets and take responsibility for own performance:

Remain abreast of current processes and services offered by the company and be aware of changes to legislation by the Financial Conduct Authority (FCA). Cascade any information / changes in legislation to work colleagues.

Work in Accordance with the company policies and procedures:

Be aware of and adhere to Company policies and procedures. Work in a way that meets the statutory requirements of employees under legislation.

Flexibility and Team Work:

Work flexibly as part of a team to meet the needs of the customers of the Company. Value each team member's contribution and help colleagues to perform to the best of their abilities.

Professionalism:

Set a good example to other staff in attitude to work and general working practice. Deal with all colleagues and customers in a professional manner. Maintain a professional working relationship with direct reports in order that there is no issue in dealing with any unacceptable performance and/or conduct.

What You Can Expect From Us

- £45,000 – £50,000 Full Time Salary
- Office based with Regular Monday to Friday hours
- Access to Pension Scheme
- Great Annual Leave Benefit including additional family days
- Free Worldwide Multi Trip Travel Cover and discounted rate for family members
- Cash benefits linked to Personal Accident, Life Cover and Critical Illness
- Monthly Employee Rewards Scheme
- Commitment to Employee Learning and Development
- Access to Wellbeing Services and Discount Scheme
- Free tea, coffee and fresh fruit
- Friendly working environment in Peterborough – convenient location close to the A1

Our greatest strength is our people – professional, driven yet grounded and fun to work with. If our culture sounds like a good fit for you and you want to be part of our exciting journey then please send a copy of your CV to jobs@generalandmedical.com