

**We need
people
who are
great with
people.**



Applicant Information Pack

Managing Director - Unity

Insurance



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We're Unity Insurance.

We're doing well, but you can help us do better.

Unity Insurance Services have been insuring Not for Profit organisations for over 80 years. We're an experienced insurance broker that understands the needs of charities and community groups. We know the importance of having insurance policies that can be trusted. That's why we work hard to find simple solutions to complex needs. We offer specialist services to Scouts, Girlguiding, charities, community groups and not-for-profit organisations; all with an experienced and empathetic approach to our customers.

We're owned by the Scouts, a charity in its own right, and like them we understand the importance of making a difference to the lives of others. We share the same values of integrity, respect, care, belief and cooperation.

With all our profit going back into The Scout Association, each day we are contributing to young people gaining Skills for Life.

We are a growing business that places importance both on bringing in new clients but also on providing a great service to existing clients. This has been reflected in our customer feedback, where in 2018, 80 per cent of customers said they would recommend us based on our service.

Developing our people is the key to our success and something we value greatly.

Our strategic aim is to be the insurance broker of choice for the charity sector and we welcome talent to join us in achieving this aim.

Hello, it's you we're looking for.

We're Scouts and everyone's welcome here - all genders, races and backgrounds. We give over 400,000 4–25-year-olds the skills they need for school, college, university, the job interview: the skills they need for life.

Right across the UK, we're helping young people gain skills for life and find their place in the world. We help them speak up, play their part and shine bright. Scouts is the place to be yourself and find yourself.

These are young people who are not afraid to stand up for what they believe in, to do the right thing and think of others before themselves.

At a time when communities sometimes feel divided, Scouts brings people together. We're building stronger communities and contributing to a stronger society. All this is made possible by the generosity of our adult volunteers.

Now's a challenging time for us all, but Scouts has never been more important - giving young people purpose, hope, and a place to belong. With the launch of Squirrels for 4–6-year-olds, and opening more units in even more areas of deprivation, we're making more of a difference than ever.

Visit the Scouts online [here](#) for more on our values and [#SkillsforLife](#) strategy.



Carl Hankinson, UK Chief Commissioner



Matt Hyde, Chief Executive

‘At a time when communities sometimes feel divided, Scouts brings people together. We’re building stronger communities and contributing to a stronger society.’

Carl Hankinson, UK Chief Commissioner



Scout Ambassador, Dwayne Fields, Polar Explorer & TV Presenter (second from left) with celebrity chef Levy Roots (third from left) with our Scouts at 10 Downing Street, London UK

You'll be helping change young people's lives. But what else is there for you?

- Work in a way that suits you, your role and your department
- Be proud to say you're part of a team with [Investors in People \(Gold\)](#)
- Plenty of opportunity for learning and development
- 25 days holiday a year, plus bank holidays rising to 28 days after two years, then increasing again to 32 days after five years (and we don't insist you go camping)
- Four extra days to look after your family when they need you
- Three extra days over Christmas (that's our gift to you)
- Be part of a team that believes having fun's important too, with team days, charity days and our new interactive Scout-themed collaboration hub (think tents!) creating a great informal environment for meeting and working – this'll be opening soon

Want to know more?

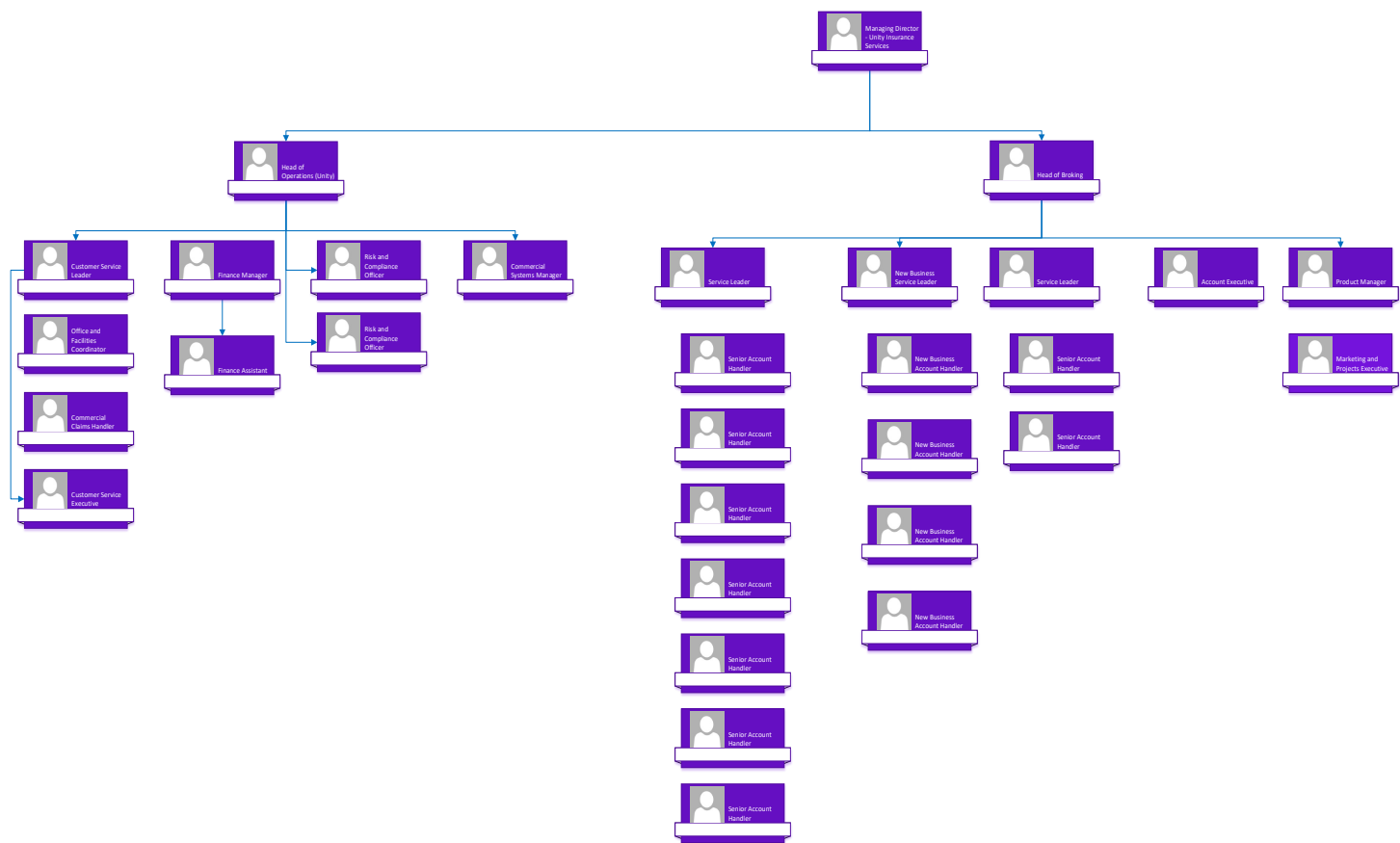
Check out our [benefits page](#)

How we're structured

Our UK headquarters is based at Gilwell Park, Chingford, London, and is divided into four directorates:



Unity Insurance Services Team Structure:



Message from Mark Hislop, Director of Commercial Services

Dear Applicant,

I hope the detailed information in this pack provides with you with the information you need to consider this exciting role. But I'd like to add a flavour of what working at Scouts and within the Commercial Services team would be like.

Our Directorate exists both to provide great services to Scouts groups – and many others – but also to make a profit which supports the work of the Scouts HQ team to undertake their essential work. The income we provide is of huge importance to us – adding to the membership fees and grants that we also need to run the Scouts.

I believe that this role would give you the best of two worlds - a highly commercial environment whilst at the same time being part of a well respected charity with a great culture and lots of great people. My Directorate is made up of 6 leaders, all focused on very different functions, but all working closely together to deliver for the Scouts. We're a supportive, committed and highly professional group, geographically dispersed but close-knit.

Within the Scouts we take the development of our leaders very seriously and you would become a member of our Leadership Forum, made up of senior leaders across the whole organisation. This Forum meets regularly both to contribute to strategic and operational decisions affecting the organisation and the Scouts' movement as a whole, but also to share with each other our learning to achieve one of our key objectives 'we will be brilliant leaders'.

Our culture is one of openness, transparency, focus on delivery, challenge - and fun! We have a highly flexible approach to hybrid working, trusting our leaders to make the right decisions for them and their teams in respect of working from home. But we would expect our new MD to attend meetings at Gilwell Park, our HQ in Chingford – a beautiful place surrounded by countryside but with state of the art collaboration spaces.

Please contact our retained search consultants if you would like an informal chat if you'd like to find out more - David Jackson at Stone Executive - David.Jackson@stoneexecutive.co.uk

I very hope you will give this great opportunity serious consideration and I look forward to receiving an application from you.

Mark Hislop
Director of Commercial Services

About the role

Responsible to:	Director of Commercial Services
Department:	Unity Insurance Services
Base Location:	Lancing, with some travel to Gilwell Park London, Hybrid working
Term:	Permanent
Salary:	Band I circa £100,000
Hours:	35 hours per week
Line Management Responsibility:	Head of Operations, Head of Broking
Budgetary Responsibility:	In Excess of £5m Gross Written Premium
External Contacts:	Major Insurance companies including Lloyds, Lloyds Brokers, Solicitors, Loss Adjusting & Claims Management Companies, The Financial Conduct Authority (FCA) and other regulatory and industry governing bodies, commercial partners; key business Service providers, auditors, customers/ clients (Registered Charities). Contact is at director / senior management level ranging from commercial, technical, legal, and regulatory and any other aspects required in the running of the business
Internal Contacts:	Unity Chairman and Board of Non -Executive Directors, TSA Executive Leadership Team, Chief Commissioner, Regional Commissioners, all Association staff and other subsidiary and department heads
DBS:	Basic

What's expected?

To provide insurance products to the UK Scout Movement, at competitive prices with outstanding service to the customers.

Optimise profitability of Unity in order to remit the profits back to The Scout association (parent company) which helps maintain affordable membership fees for our members and in turn directly facilitates the delivery of Skills for life for young

people who join the Scouts.

Key accountabilities

Leadership

- Ensure the external face of the Company is well represented to all stakeholders at a senior level – internally & externally
- Accountable to the Board but also advise and engage Board Members
- Work closely with the Group Commercial Director and heads of other subsidiaries and departments to ensure effective decision making and benefit the whole organisation
- Lead, motivate and develop teams, continually improving the organisation's capabilities and resilience
- Ensure that the culture of Unity is fully aligned with the wider Association
- Seek and maintain effective links and relationships at senior levels with insurers, clients, and partners, key decision makers to exchange information and to ensure the company is providing the required quality of services.
- Ensure the Company is fully FCA compliant and meet all personal and business obligations to the regulator as a CF1 Approved Person for the Company
- Be the internal advocate for the company at all times, voicing its needs on group wide policies that affect the company's business and staff
- At all times oversee the wider reputational and financial management of the Company and manage its risks effectively to safeguard the company and The Scout Association

Strategy and Operation

- Agree the overall direction of the business with the Board, develop the strategic and financial plans and budgets - monthly, quarterly and annually and monitor progress against these, take appropriate actions wherever necessary and in the most effective and cost efficient way to ensure the company delivers on these
- Champion new business and sales activities and strategies to accelerate growth
- In particular champion the strategy and sales from new areas such as the wider charities market as well as development of new products and services for existing markets and open doors by networking at a senior level, leveraging existing connections and developing new contacts to assist the sales team
- Provide guidance and input into large bids and tenders as required; as the senior face of the company participate at key client 'pitches' and events to support the team
- Ensure the company develops and maintains an effective marketing plan and strategy and ensure the Company is 'punching above its weight'
- Lead and drive key negotiations with insurers, partners, suppliers, and others to negotiate the most beneficial terms for the company and oversee the development and maintenance of good governance, systems and procedures to withstand any regulatory audits; maintain good relations with the FCA.
- Oversee the medium and long term resourcing needs to deliver the strategy, ensure the recruitment and retention of well-motivated, trained and developed staff and develop a culture where Unity staff feel that they are part of The Scout Association and understand how the work of Unity enables the association to deliver its work

- Seek continual improvements across all areas of the business to drive up standards and on-going development of the company and ensure the company complies with health and safety.

About you

Skills and abilities

- Excellent organisation & planning skills, operating strategically with an ability to be hands on
- Excellent written and verbal communications, able to articulate, persuade and negotiate
- Excellent presentation and selling skills able to pitch confidently at a strategic level
- Excellent analytical & problem-solving skills, use of metrics to understand key business drivers
- Excellent level of Financial awareness
- Good level of IT skills and digital awareness

Knowledge, experience and qualifications

- A broker background ideal but not essential within charity insurance, with proven senior sales management experience
- Proven experience of leading, motivating, developing and managing a multi-disciplinary teams including marketing and operational management
- Previous experience with professional processes in large organisations and an ability to them to a growing SME business
- Experience of Profit & Loss Management and fulfilling financial responsibility
- Previous experience working at board level
- Knowledge and experience of FCA regulations and requirements of an Approved Person, in addition to being technically credible with good all round knowledge and understanding of the commercial insurance market
- Demonstrable knowledge and understanding of insurance systems, processes, financial management and wider management principles and techniques
- Previous exposure/knowledge of dealing with company regulatory and statutory audit functions
- ACII qualified, educated to degree level in Business Administration or relevant industry experience.

Personal qualities

- Excellent networker, with a broad range of connections in the field of insurance
- Willing to undertake routine business travel as and when required both nationally and internally
- Share our Scout values and commitment to Equity, Diversity and Inclusion