European Project Manager
Milan & Rotterdam, November 2024

About DUAL

With market-leading market presence in 16 countries, we're a truly global organisation. But our real strength lies in our local teams, whose knowledge of their market helps them better understand and meet our clients' needs. We believe that our success is built on creating and delivering the right products to the right people.

In fact, ever since DUAL was founded in 1998, we have focused on one thing. Being the best underwriting business we can be. Specialist underwriting is at the core of our business and it's this which has built our reputation as a strong and expert strategic partner for our intermediaries and capacity providers.

With our DUAL European proposition expanding quickly, we are looking for an experienced project manager in Rotterdam or Milan to support our growth ambitions.

Role overview

A great opportunity has arisen reporting to the Deputy COO for DUAL Europe, to support both BAU and strategic change initiatives, as it the company goes through a growth phase.

We are seeking an Insurance SME who can proactively work with key business stakeholders across Europe to ensure we deliver front end solutions that meet their needs and successfully implement technology.

The successful candidate will need to proactively work with project SMEs and stakeholders and will perform a key role in the implementations.

They will also need to have experience working within a fast paced, agile and dynamic working environment.

The successful candidate will be responsible for the management and delivery of varied projects such as supporting the transformation of branches into subsidiaries, managing workstreams for the setup of a European claims function, organizing content for the Capacity Management System, and other. Furthermore, they will be involved with onboarding new acquisitions including people, processes and any related front or back-office change as required.

responsibilities

— Leading the definition of activities, tasks and deliverables required to ensure the Technology delivery and integration needs are agreed and achievable.
— Driving projects through the lifecycle, ensuring a seamless transition of the Technology into the DUAL ecosystem.
— Managing the interdependencies with other workstreams relating to the Technology implementation.
— Coordinating the activities and deliverables for Technology related needs across all business stakeholders, Front Office, IT, Operations, Finance.
— Supporting content organization and data entry activities for the Capacity Management System.
— Overseeing transformation projects, such as transitioning branches into subsidiaries or separate legal entities and ensuring effective management of all associated workstreams.
— Contributing to the setup of new operational functions, such as the creation of a European claims function.
— Creating and owning project plans, defining deliverables, setting timelines, and monitor progress. Managing resources, budgets, and risks associated with the projects.
— Engaging and collaborating with stakeholders across DUAL, in all levels of the business.
— Establishing the appropriate levels of governance and controls to manage progress, risks, issues arising and report progress.

Key requirements

— Strong project management skills with experience in leading and delivering a variety of projects, including operational and transformation initiatives.
— "Self-Starter" attitude.
— Strong knowledge of project management methodologies and tools, including Agile methods.
— Excellent communication and interpersonal skills to effectively engage and collaborate with stakeholders at all levels of the organization with the ability to influence and drive consensus among diverse groups.
— Ability to lead and motivate cross-functional teams, manage resources, and drive project success.
— Demonstrated experience of driving strategic change, running Working groups and preparing decision papers for steering committee.
— Able to think clearly and present ideas and plan in a concise and effective manner.
— Experience of working and leading project teams including but not limited to, third parties, Business Analysts, Business SMEs.
— Proven experience (5+ years) in project management and delivery is essential.
— Project Management Professional (PMP) certification or equivalent is essential.
— Insurance / Financial Services experience as well as an understanding of the MGA model is preferred.

If you are interested in this opportunity and working for DUAL Italia, please send your CV to our Recruitment Team on lavoracondual@dualitalia.com

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- Insurance experience as well as an understanding of operational models such as MGA is preferred.
- Fluency in both English & either Spanish, Italian, German or French would be a plus.

What do we offer in return?

We offer all the usual rewards and benefits - including insurance coverages (Health care, Accident Insurance, LTC - Long-term care – TCM - Life Insurance policy in the event of death), Pension Fund, LSA – Long Service Award - a wide variety of wellbeing offers, competitive salary, ticket restaurant and Hybrid working.

What you might not expect is a job where everyone has a voice, where volunteering in the community is part of the day job, and where everyone is encouraged to play a part towards our sustainability goals. We want people who want to make a difference - not just in the workplace, but in the industry and in the wider community.

Our culture: People First

Our core values dictate how we live and work. We are a group with independence and people at its heart and we are a home for talent with a unique culture: the biggest small company in the world.

We strive for a unique culture where talent can flourish and where we can grow and succeed as an employee-led business. Hence, finding the most talented and entrepreneurial people to join has always been key.

Diversity & Inclusion

At DUAL we consider our people our chief competitive advantage and as such we treat colleagues, candidates, clients, and business partners with equality, fairness and respect, regardless of their age, disability, race, religion or belief, gender, sexual orientation, marital status or family circumstances.

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