Job Description



JOB TITLE: Polaris Development Manager

GRADE: 3

REPORTING TO: Head of IT

LOCATION: Swansea

# **ABOUT US:**

ERS is the UK's largest specialist motor insurer with an A+ rating. We recognise that for some, motor insurance is more than just a must-have; it's a way of taking care of what stands at the heart of their passion or livelihood. For those people, standard insurance isn't enough. That's why we work exclusively with motor insurance brokers to help get under the skin of the most difficult insurance risks, helping build products to meet their customer’s needs.

**THE ROLE:**

It is the responsibility of the Polaris Development Manager to provide overall management of the development and implementation of Polaris (product) schemes to the wider business. Leveraging their software knowledge, and professional expertise, to provide technical advice to the business, and to also help guide key strategic decisions for business stakeholders.

Day to day responsibilities of the role include leading a team of Polaris developers in delivering the required Polaris development to an agreed schedule, to ensure that the team’s defined processes are being proactively monitored, that the team are following the agreed SLAs, and that the development of each solution meets the business needs to provide a flexible, robust, and maintainable set of scheme solutions, and to ensure that the agreed level of documentation and handover is completed to enable the support, and continued development, of the delivered solutions.

Other responsibilities include the active management of the development schedule, mentoring subordinate team members, sharing knowledge and expertise to enable continued team skills development, supporting the delivery of the team’s overall objectives, liaising with business stakeholders to review, refine, and document development requirements, taking ownership of any relevant action points throughout the escalation process to achieve satisfactory results.

In addition to the isolated project deliveries, the Polaris Manager is also responsible for leading the operation support activities, ensuring that developed solutions, and non-change responses, meet business and compliance SLA’s.

**KEY RESPONSIBILITIES:**

**Leadership**

* Lead a diverse, multi-skilled, team of Polaris developers
* Lead weekly team meetings to discuss delivery progress, new initiatives, and hold an open forum for team members to call out any issues they’re experiencing, and to discuss potential design choices for larger projects or team initiatives
* Provide 1-2-1s on a monthly basis, or at the behest of a team member
* Actively monitor individual team member performance against objectives
* Actively monitor team objectives against Underwriting / Pricing Delivery Schedule

**Business as Usual Tasks**

* Ensuring the timely allocation and development of monthly BAU Rates Updates

1. Ensuring all documentation is adhered to and kept up to date
2. Ensuring all updates are delivered on time and to the specified requirements of the update
3. Ensuring all stakeholders are aware of actions that may prevent a product being delivered on time
4. Allocating team members to Peer Review updates performed by Junior Polaris Developers

* Managing the Production Issue stack within the IT Service Desk and on TFS
* Report progress to the Head of IT regarding outstanding and completed issues on a weekly basis

**Project Tasks**

* Support the Enterprise Applications Delivery Manager through analysis of initial requirements, and offering rough estimates based on these initial requirements, to aide in projecting timelines for new deliveries
* Provide a measure of consultation for business stakeholders, to help furnish them with all relevant information necessary to progress any new initiative investigations adequately
* Plan, prioritise, resource, and oversee, the defined list of prioritised projects
* Support the business by offering key technical considerations at initial requirement review of new developments
* Ensure adequate support is offered to the Product Delivery Team during their testing phase
* Ensure that Underwriting and Pricing Requirements are developed and tested accurately, to a high standard and in line with internal governance, prior to a product being issued to the Delivery Team for System Testing
* Ensure that Technical Specification and Test Plan documents are created for each development, and kept up to date in line with shifts in the scope of a development
* Support junior developers in their development tasks, through offering insight and guidance
* Provide support in peer reviewing code changes made by other developers within the team

**Management Tasks**

* Promote professional working relationships with all business partners and internal departments
* Actively promote continuous improvement in the team, through being an active proponent in its implementation
* Actively engage in, and steer, team learning activities within the monthly Polaris Team Sessions
* Actively review changes to the Polaris ProductWriter Toolset, discussing potential benefits with other developers and relevant business areas
* Research and investigate new development initiatives to benefit the business through:
  + New ProductWriter Toolset Functionality
  + Utilising current ProductWriter Functionality not currently being capitalised on by ERS
  + Third Party Tool utilisation for task automation
* Embody and amplify the ERS values in all aspects of day to day activity ensuring that all interactions and engagements are carried out with the highest ethical and professional standards and that all work is accomplished with quality and in accordance with ERS values
* Carry out other reasonable tasks as required by line management

*The above duties and responsibilities are not an exhaustive list and you may be required to undertake any other reasonable duties compatible with your experience and competencies. This description may be varied from time to time to reflect changing business requirements.*

**KEY DESIRABLE ATTRIBUTES:**

* Solid experience delivering Insurance products to market.
* Possess knowledge of the Polaris toolset
* Comprehensive experience in designing and building Pricing and Underwriting Models within the Polaris Toolset
* A good understanding of the extended features of the ProductWriter Toolset
* A solid understanding of Insurance principles and practices
* A good understanding of Testing principles and practices
* Comprehensive experience of using the Polaris testing tools for single, batch, and sequence testing

**KEY PERSONAL DESIRABLES:**

* Possess high level of analysis and logical reasoning skills
* Possess a high competency of priority assessment and management skills
* The ability to work to challenging delivery deadlines, and to do so without compromising quality
* Good interpersonal skills to help build and maintain valuable relationships with all business areas
* Knowledge and experience in working with other object oriented programming languages
* Strong team and collaborative focus
* Strong customer focus, with the ability to develop beneficial working relationships with stakeholders at all levels
* Excellent documentation skills, with a keen attention to detail
* Excellent planning and organisational skills
* Strong analytical and logical reasoning skills
* Strong commercial awareness
* Must be able to work from own Initiative to drive change

Name (PRINT): .…………………………………………………………………

Signature: …………………………………………………………………………

Date: …………………………………………………………………………………