



Job Description – Customer Strategy Delivery Lead - UDP

Department	Operational Delivery Team
Grade	14
Reporting to	Head of Customer Deliver Services
Direct reports (yes or no)	No
WTW Code	ACA010-P4-14

Job Purpose

Co-lead the delivery of initiatives within the **Accelerating to Zero** strategy, specifically aligned to the **Uninsured Driving Prevention Value Stream**, where ‘We’ll Make Powerful Shifts to End Uninsured Driving for Good’ (UDP) Pillar.

Work collaboratively across all strategic value streams to ensure outcomes are aligned, prioritised, and progressing with momentum.

To ensure, seamless alignment between organisational technical objectives, evolving customer needs, foster a culture of curiosity, innovation, and challenge conventional thinking to deliver measurable value in respect of the ‘We’ll Make Powerful Shifts to End Uninsured Driving for Good’ (UDP) Pillar.

Key accountabilities

- **Leadership & Delivery**

Lead the planning and execution of uninsured driving prevention initiatives, coordinating roadmaps and backlog prioritisation with the Head of Customer Delivery Services and Senior uninsured driving prevention manager.

Maintain delivery momentum across workstreams, ensuring alignment to strategic goals, OKRs and optimising benefit realisation.

Coach and mentor colleagues and support the education of our stakeholder community.

- **Workstream Oversight** - Lead the creation and oversight of various, evolving cross-functional workstreams - including, but not limited to

- New Product Discovery, Design and Experimentation
- Route to real-time data capabilities to support reducing the risk of uninsured drivers
- Third party supported activity, such as data experimentation and analysis

Key accountabilities

- **Programme & Change Management**

Define, track, and report on initiative benefits from ideation through to implementation, ensuring measurable business value is delivered, working closely with the Value Delivery team to ensure consistency of approach.

- **Stakeholder Collaboration**

Engage and work closely with key internal teams in support of cross-stream alignment and shared outcomes.

Engage and build relationships with external partners to drive change and maintain delivery focus and in support of cross-stream alignment and shared outcomes.

- **Governance & Risk Management**

Develop and maintain governance artefacts, delivery plans, and roadmaps in line with internal policies.

Proactively manage risks and issues across the UDP value stream, ensuring the impact of strategic decisions are well-informed, documented and understood.

- **Reporting & Communication**

Prepare materials for appropriate governance and business meetings, senior leadership briefings, and external/internal presentations, or informal team updates around the business.

- **Knowledge Sharing**

Champion strategic initiatives by actively promoting progress and insights. Share knowledge across the organisation, especially on areas of change and opportunity, and provide coaching to support and encourage individual and team development

Keep abreast of developments across the insurance industry, enforcement landscape, and government policy. Evaluate innovations, trends, opportunities or ideas and support solution design and delivery, connecting strategy to execution and demonstrating understanding of broad business drivers and capabilities.

Role requirements

- Experience in strategic programme delivery, ideally within technology, or insurance sectors.
- Excellent stakeholder management and communication skills, with the ability to influence at all levels.
- Demonstrable experience in risk management and in establishing/maintaining governance artefacts (e.g., delivery plans, roadmaps, RAIDs, etc).
- Comfortable navigating legal, compliance, and procurement landscapes.
- Experience in benefit tracking and value realisation.

Key accountabilities

- Proven experience leading cross-functional teams and directing workstreams.
- Ability to work well in cross-functional teams and foster a culture of innovation and continuous improvement.
- Proven Analytical and Systematic Thinking: Ability to evaluate and synthesise complex information for decision-making, fostering a culture of innovation and continuous improvement.
- Ability to Translate Delivery into Measurable Business Value: Ensure strategic alignment with organisational objectives.
- Experience Managing Stakeholder and Partnership Relationships: Especially in complex and cross-functional environments.
- Customer-centric.
- High emotional intelligence and a questioning, forward-thinking mindset.