

Client Services Director

We are on a mission to transform insurance through the power of technology. Our next generation SaaS platform provides a single architecture that is uniting and strengthening the industry. Products, markets, channels and insurance parties come together seamlessly across all geographies. It is a new and exciting model, and it's shaping the future of insurance.

Our Singapore office needs a Client Services Director help us achieve our goals. You will be part of an exciting and dynamic delivery team focusing on the entire software lifecycle and will work closely with our clients and our platform and design teams, ensuring they have everything they need to meet all their targets.

Job profile, skills and experience

You will be part of a team focusing on managing the product/projects and delivery of our solutions to our customers, from inceptions to release. You will be working under the supervision of the Chief Commercial Operation Officer, together with Business Analysts, Design and Technology teams, focusing primarily on planning, scoping, delivery and customer satisfaction. You will aim at becoming an expert on our platforms and be able to support Uncharted on its journey of changing the distribution and the servicing of insurance.

Key Responsibilities:

- Responsible for the full product/project lifecycle from commercial handover to market release and remain on board for the subsequent iterations planned within each customer's roadmap
- Coordinate a multidisciplinary team of analysts, designers, software engineers & testers, usually spread across several offices and time zones
- Accountable for building and maintaining the project backlog and planning for and anticipating, reporting, and mitigating all risks
- Organize key project activities such as discovery workshops, gap analysis & solution design, user acceptance and deployment in close collaboration with your customer's project management team
- Ensure proper communication, reporting and documentation throughout the project
- Work continuously with technology teams to develop and maintain a detailed understanding of our solutions, and with customers to remain up to date with their products and processes
- Run the regular agile events and ensure quality, details, and completeness of the backlog
- Organize platform handover to customer support team and support operations when relevant
- Improve our way of working by contributing to internal documentation, tools and processes aiming at more efficient future deliveries and risk avoidance

Key Requirements:

- You have a strong digital project background, with 7-10 years of relevant experience during which you have gained exposure to complex projects and products and the full project lifecycle and the management of multiple stakeholders across the APAC region
- You have experience working within an agile team and have a clear understanding of all typical agile events, deliverables, and tools. You can switch to more waterfall approaches when required
- You have excellent planning and organisation skills with a good understanding of project roles & activities, both non-technical and technical
- You have worked with JIRA and Confluence and you can clearly use other project management tools as well as Google/Office suite at a professional level
- You exhibit strong leadership skills to motivate and empower team members to successfully deliver
- You are detail oriented but understand the need to prioritize at all time according to business value and issue severity. You are outcome oriented
- You want to be part of a team aiming to foster innovation and seek improvements at all time and you want to be an actor on such matters and not just a spectator
- It is preferred that you have business level knowledge of Chinese and/or Japanese languages due to the daily interaction with the respective markets

To note: You may be required to work remotely for this role, depending on the assignment

Our culture, your future

Working for Uncharted, you will be joining a global team with an exciting future. We are moving fast, taking technology to the limits, and reshaping the world of insurance. There is a creative energy and determination about everything we do, a collective commitment to transform an industry that is conservative, and tradition based.

That is why we need people who can share our vision, people with the conviction and qualities to make a real difference. Can you rise above the ordinary and the average? Do you have the drive and ambition to take insurance technology to new levels?

- You thrive on challenges and are never short of ideas and insights
- You see problems as opportunities to create something better
- You are confident working on your own initiative but are a committed team member who knows that great things can happen when the right people come together
- You take pride in your work – and the company you work for – and love being part of an organisation that has bold plans and innovation at its core
- You never forget that innovation and customer needs are inseparable

Other opportunities

We are always keen to speak to people with backgrounds and experience that could be valuable to Uncharted. So if this role isn't right for you, but you have other skills to offer, drop us a line at careers@uncharted.global

Note: Uncharted will not accept unsolicited resumes from recruitment firms. Nor will fees be paid if we hire a candidate for whom a recruiter has submitted an unsolicited resume.

We are an equal opportunity employer. Candidates will be judged entirely on individual merit.