



WE ARE HIRING

 **Durban**



Digitalisation Manager

Bidvest Insurance is a non-Life insurer within the Financial Services division of the larger Bidvest Group and operates alongside other great companies such as Bidvest Bank, Bidvest Life, FMI, Compendium Insurance Brokers and others.

Bidvest Insurance was founded in 1997 and provides niche value added products to customers through its Direct Channel which operates via call centres, as well as its Affinity Channel that partners with distribution networks. Our products are designed to protect consumers and deliver exceptional service levels when our customers need us most, so that we can deliver on our purpose 'To protect everyday South Africans, against foreseeable events and their financial losses, so that we can all contribute to a better South Africa'.

We have successfully expanded and evolved through our dedicated commitment to our values, customers, partners, and staff. Interested individuals looking to join Bidvest Insurance can expect to join a young and energetic team that challenge convention and who are intent on building long term relationships with all stakeholders.

Being a part of Bidvest, one of South Africa's leading services, trading and distribution groups, your career aspirations with us are only limited by your own imagination.

Position Overview

The Digitalisation manager will be responsible for developing and driving the company's overall digital transformation strategy and roadmap. Included in the scope will be reviewing existing internal business processes, identifying areas of improvement and assisting with the development of new fit-for-purpose digital solutions to improve operational efficiency and improve service level.

What You'll Need



Attention to Detail

We like to keep our eyes on the prize at Bidvest Insurance! And that requires a strong need for attention to detail as it's the small things that can make a **BIG difference!**



Compassion

A large reason why we exist is because **we care!** It's important that we care for our customers, our business our environment and each other



Positive Attitude

We believe in creating a positive work environment that is enjoyable to be apart of and we look to the individuals of the company to make a **positive contribution** to our culture

Our Values

At Bidvest Insurance, we're all part of a BE'VOLUTION where we live our values each and every day for the benefit of our colleagues, customers, partners, stakeholders and our environment

[BE]
CREATIVE

Our curiosity drives us to constantly improve our business

[BE]
WOW

Anyone can do ordinary, we do extraordinary

[BE]
KIND

Treat everyone with respect, in & outside our company

[BE]
HONEST

We always do the right thing, even when no one is looking

[BE]
EXCITED

We're enthusiastic in everything we do - our energy is infectious

[BE]
CONNECTED

We're committed to understanding our customers, partners and colleagues

Key Responsibilities and Duties

- ▶ Responsible for leading change and transformation management activities within a structured process framework to limit potential risks and business disruption.
- ▶ Develop and drive the company's overall digital transformation strategy and roadmap.
- ▶ Collaborating with management and digital transformation programme team to gather and analyse operational information, ensure business and operational readiness
- ▶ Preparing change & transformation management strategies and change business case to build organizational capability, capacity, and competencies for a successful digital transformation outcome.
- ▶ Optimizing business processes, organizational structure, and competencies to increase success of an evolving digital business and related business models. Consult with management to design and execute strategies that can be implemented fast, maximize stakeholder adoption, with minimal resistance.
- ▶ Responsible to articulate leading technology issues and trends, including the associated business implications within one or more industries.
- ▶ Develop Digital Culture and agile mindset - ensure an understanding of the current company culture, develop, and implement a change adoption plan

- ▶ Defining success metrics (short & long-term goals, KPIs, and objectives), measuring and tracking performance against these and reporting back to management

About You

- ▶ At least 6 – 8 years of experience and a deep understanding of Digital Transformation and the Digital Ecosystem, Analytics, Digital Marketing, Digital Innovation, Project Leadership and Technology Innovation.
- ▶ Minimum of 3 years of experience in the Insurance or Financial Services industry
- ▶ Minimum of 3 years of experience with Agile Methodologies
- ▶ Change Management principles, practices, tools, and methods
- ▶ Strong business acumen including analytics, modeling, and forecasting.
- ▶ Excellent communication skills and ability to influence others, build strong relationships and achieve common goals.
- ▶ Great conflict resolution and negotiation skills
- ▶ Effective facilitation and influencing skills

Qualifications

- ▶ Professional Qualifications/ Degree in Computer Science/ Data Science & analytics or Digital Technology related relevant discipline.
- ▶ Programme Management certification (PGMP), Prince 2, PMI Scrum
- ▶ Must have experience in delivering large scale projects and programme transformation and delivery approaches.
- ▶ Must be well versed in Artificial Intelligence, big data, data analytics, robotics, process automation

Skills Required

- ▶ Leadership skills
- ▶ Interpersonal and relationship management
- ▶ Presentation and Communication skills
- ▶ Influencing skills
- ▶ Negotiation Skills
- ▶ Stakeholder Management
- ▶ Change management
- ▶ Creativity and innovation

Submissions:

Preference will be given to PDI candidates in line with our EE strategy.

Interested candidates to please submit their CV to: jobs@bidvestinsurance.co.za

Bidvest Insurance is an authorised Financial Services Provider

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