

# Demand Team Leader

## Atradius

The Atradius Group provides trade credit insurance, surety and collections services worldwide, and has a presence through 160 offices in 52 countries. The products offered by Atradius protect companies around the world against the default risks associated with selling goods and services on credit.

At Atradius, we believe in personal development and the Growth Mindset. Our Culture is based on teamwork, reliable accountability, constantly improving and unrivalled service. Read more on our Careers site: <https://careers.atradius.com/en/careers>.

## Department Description

As part of the IT Services (ITS) Unit within Atradius, the Demand & Portfolio Management (DPM) team's primary objective is to manage and prioritise Change demands and projects across the Atradius Business and IT portfolio.

The DPM team will engage directly with both business - and ITS stakeholders to collate and capture new ideas & opportunities and develop them into demands and projects with clear objectives that are aligned with both IT and business strategic goals.

The DPM team will work closely with the ITS Project Delivery team to support, evaluate and report on the delivery of the ongoing demands and projects across the portfolio, ensuring that they remain relevant and are governed and managed in accordance with the Atradius ITS portfolio and project policy.

Furthermore, the DPM team will provide support, guidance and direction to the overall ITS Unit with the allocation of ITS resources to support the delivery of demands and projects across the portfolio.

## Job Description

As a Demand Manager team leader, you will be central to the development of ideas and opportunities across the portfolio.

In addition as the Demand Manager team leader you will support the supervision of the Demand Managers and support the DMT with the overarching governance and portfolio reporting

Key responsibility of the role includes:

- Provide day to day support and guidance to the Demand Managers actively allocating the work load, priorities and support with the development of the ideas and demands
- Working closely with the Demand Controllers to create all necessary progress reporting and status updates related to the Ideas and Demands that will be required to support the portfolio level management reports
- Where required attend Portfolio management meetings to provide updates on the progress of the Ideas and Demands
- Engaging directly with the business and ITS stakeholders to initially assess and shape the ideas and opportunities into clear strategically aligned demands.
- Working in conjunction with ITS, Business and Finance Architects, Analysts and Engineers, you will be responsible for developing the ideas into clear demands in the form of a Business Case. This involves: Identifying the business requirements, objectives, risks and benefits associated with the demand. Assessing and validating the technical proposals. Developing a high-level implementation approach. Establishing the key resource and budgetary requirements needed to deliver the demand. Reviewing and detailing the impact on the overall portfolio with the implementation of the demand considering impact on budgets, resource and dependencies with other demands. Completing and documenting the associated impact on operational delivery teams (resource, budget and skills) as a result of the implementation of the demand.
- Conveying the proposed demand in a clear and concise manner to key stakeholders and decision makers as part of the overall creation and approval of the demands
- Supporting and guiding the ITS Project Managers with the transition of the demands into clear executable project plans, helping to quantify scope, deliverables, budget and resource requirements.
- Actively contributing knowledge, experience and support to the DPM team and the wider ITS

unit.

### **Knowledge, Skills and Experience**

This role requires a good mix of interpersonal skills, project management, team leadership and business analysis knowledge. We are looking for someone with the following abilities:

- 7+ years experience in either a project management or business analyst role ideally with a relevant Bachelor degree or equivalent professional qualification preferential but not essential
- Strong stakeholder management skills with ability to manage expectations against strategic goals and requirements.
- Good understanding of project planning and dependency mapping principles, with the ability to develop high level implementation plans.
- Ability to analyse demand related data in order to develop clear proposals and recommendations and assess against strategic goals and objectives.
- Excellent communication skills (with written and spoken fluency in English) and the ability to forge lasting relationships and communicate appropriately at all levels of the organization; this includes written and spoken communications as well as visualisations.
- Good understanding of financial management principles with the ability to assess the impact and associated value for money associated with the implementation of demands.
- Good understanding of resource and capacity management principles with ability to identify resources constraints and gaps.
- Proactive and independent working style with strong situational analysis and decision-making abilities.
- Good understanding of modern and classical business and IT architectures.
- Experience in consultancy, financial services, banking or insurance.

### **Personal Qualities**

- Confidential and honest
- Trustworthy, reliable and committed
- Determination to do an excellent job with attention to detail.
- A team player, able to work effectively at all levels of an organization, with the ability to influence others to reach the best solution and move toward consensus.

### **What do we offer?**

- A dynamic, international and challenging work environment
- Training and support to reach your full potential including the opportunity for continuous professional development
- Attractive terms and conditions, including competitive salary, pension package and a range of flexible benefits and rewards
- Challenging tasks with individual development and training opportunities

### **Equal opportunities for all**

The success of our organisation stands with the quality of our people and the ideas they have. Insights and innovative solutions for our customers are the result of an interplay of cultures, knowledge and experience. That is why diversity is extremely important to Atradius. To ensure that all colleagues within Atradius can develop their qualities, we promote an inclusive culture in which everyone feels involved and valued. We encourage and welcome everyone to apply to our positions.

### **Do you have any questions about our offer?**

Morgan CURTIS, Human Resources, is available by e-mail at [Morgan.CURTIS@atradius.com](mailto:Morgan.CURTIS@atradius.com).

### **I am Atradius! - Do you want to know who we are?**

Get to know Atradius colleagues in this video:

<https://www.youtube.com/watch?v=NnsgT04OpTU&t=4s>

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*companies around the world against the default risks associated with selling goods and services on credit. Atradius is a member of Grupo Catalana Occidente (GCO.MC), one of the largest insurers in Spain and one of the largest credit insurers in the world.*

*You can find further information on our website: <https://group.atradius.com>*