

## HEAD OF LICENSING



The Alberta Insurance Council is responsible for the second largest insurance jurisdiction in Canada, supporting more than 42,000 licensees and issuing over 80,000 licenses. Reporting to the CEO, the Head of Licensing fills a key role at the AIC, leading an operational team and establishing KPIs, workflows, and service level agreements. We seek a seasoned leader with extensive experience in government or regulatory settings, particularly in program policy, legislation, and regulation development. They possess a strong understanding of procedural fairness and compliance, and have the ability to translate complex legislation into actionable programs. This individual is a strategic thinker who has worked closely with regulations and legislation and can apply them to operational functions.

The ideal candidate holds a bachelor's degree in law, regulation, or public policy, with a master's degree being an asset. The ideal candidate is a values-driven leader and thrives in leading operational teams. With exceptional communication and negotiation skills, they are adept at managing diverse teams and ensuring operational excellence across the licensing department.

If you're ready for a new challenge that prioritizes leading with integrity and fostering a culture of collaboration and continuous improvement, we invite you to apply and join us in shaping the future of insurance regulation.

This is an Edmonton-based position. AIC is open to Canada-wide applications from individuals who are open to relocation.

### THE TEAM

The AIC Licensing team is responsible for overseeing and managing the process of granting, renewing, and revoking licenses for individuals or organizations within the insurance industry. This team ensures that applicants meet all legal and educational requirements, comply with relevant regulations, and maintain the standards necessary for holding a license. They review applications, provide guidance on regulatory compliance, maintain accurate records, and communicate with industry stakeholders to uphold the integrity of the industry. The team plays a critical role in protecting consumers by ensuring that only qualified and compliant entities and individuals are authorized to offer insurance services in Alberta.

### WHAT WE OFFER

- The salary for this position is between \$150,000 and \$195,000, depending on education and experience.
- Comprehensive benefits package, including health and dental.
- An above market health and wellness spending account.
- Generous RRSP employer matching.
- Professional growth and development opportunities.
- Enhanced vacation entitlement.
- Hybrid work environment with three anchor office days, once probation is completed.

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## THE ROLE

AIC is looking to add a values-based senior leader who is passionate about regulatory compliance, upholding licensing standards, fostering effective internal and external stakeholder relationships, and contributing to AIC's strategic objectives.

### Values-Based Leadership:

- Foster a collaborative, innovative, and engaged team culture to maximize productivity and staff engagement.
- Provide coaching, mentoring, and performance management to the licensing team.

### Strategic and Operational Planning:

- Develop and execute long-term licensing strategies and operational plans that align with overall business objectives,
- Contribute to organizational oversight and strategy as a senior leadership team member.
- Manage departmental budgets, including staffing and project costs, ensuring alignment with procurement policies and financial management.

### Effective Stakeholder Relations and Communications:

- Build and maintain strong relationships with industry stakeholders and government officials.
- Collaborate with governing bodies at provincial and national levels.
- Serve as a senior advisor on licensing matters to various stakeholders, addressing concerns and proactively implementing effective solutions.
- Oversee the development and approval of regulatory communications.

### Regulatory and Operational Excellence:

- Lead the development and review of licensing policies, processes, and procedures.
- Review and approve reports on license suspensions and revocations.
- Ensure quality, timeliness, and professionalism in service delivery.
- Maintain accurate and timely execution of licensing and renewal processes.

## THE REQUIREMENTS

### Qualifications & Experience

- Bachelor's degree in law, regulation, public policy, or equivalent.
- Minimum 10 years of senior experience in a government (program policy, legislation, regulation development) or regulatory setting.
- Extensive leadership and management experience, with demonstrated proficiency in an operational area developing staff and facilitating effective workflows.

### Skills

- Expert in legislative and regulatory interpretation and operationalization, procedural fairness, and program implementation.
- Advanced skills in developing recommendations for legislative and regulatory amendments, including policy and procedure creation.
- Exceptional abilities in strategic analysis and clear, impactful report writing.
- Proven expertise in navigating business and political environments to optimize outcomes.

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- Skilled at negotiating financial agreements, contracts, and vendor relationships for optimal results.
- Understand and anticipate the impact of decisions on interconnected systems, ensuring strategic alignment.
- Proficiency in handling sensitive information while adhering to privacy legislation and legal requirements.
- Proficient in licensing software, Microsoft Office Suite, and privacy legislation.

## WHO WE ARE

At AIC, our team members are a key resource and central to our work to protect Albertans through the licensing and regulation of insurance agents, brokers, and independent adjusters across the province.

We are dedicated to fostering innovation in our organization, improving professionalism in the industry, developing a knowledge foundation for evidence-based decision making, and implementing governance best practices.

We offer a collegial and enjoyable work environment, great benefits, and a chance to make a difference in the lives of Albertans. Join us and make an impact protecting Albertan insurance consumers.

AIC is committed to promoting equity and diversity, and to creating a work environment that is respectful, inclusive, and free from barriers.

## HOW TO APPLY

This competition will remain open until **September 24, 2024**. Please apply online:

<https://shorturl.at/liEyE>

AIC thanks all candidates for their interest. We value the time and efforts candidates put into their application and we commit to responding to all candidates and letting know the status of their application.