

Role Description

Role Title: Business Solutions Manager

Department: Operations

Reports to: Head of Business Solutions

About Pikl

Pikl is on a mission to enable the growth of digital marketplaces, starting with vacation rentals. We design and deliver insurance-enabled solutions that help platforms, property managers and owners unlock new revenue and deliver better customer experiences.

Founded in 2016, we began by protecting individual hosts and homeowners with specialist holiday-let cover. That experience now powers our insurance-enabled products, which increase participation, lift conversion and drive revenue across the marketplace value chain: platforms, homeowners and guests.

With offices in Norwich and London, and plans for international expansion, we work with some of the most recognised brands in travel as well as major insurance aggregators.

Our Values

At Pikl, our values are the foundation on which our success is built. They guide how we work together, how we make decisions for customers and colleagues, and what we recognise and reward.

Possibility

We think big and are fearless in turning challenges into opportunities. We stay curious, test ideas and learn quickly.

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Business Solutions Manager



People

We put people first, building relationships rooted in empathy and trust. We respect, include, and learn from one another. We celebrate progress.

Progress

We unlock growth opportunities for our customers and each other yet make it our personal responsibility to own actions and see them through.

About the role

The Business Solutions Manager owns the end-to-end delivery of complex, multi-team, business-led initiatives that span Commercial, Insurance, Operations, Product, Technology, and subject matter experts. Acting as the bridge between strategy and execution, this role is responsible for designing and delivering business-led solutions, turning strategic intent into practical, scalable outcomes.

You will design practical, outcome-focused business solutions to address key challenges and opportunities, ensuring alignment across stakeholders and functions. The role requires strong judgement and pragmatism—identifying risks and issues early, resolving them where possible, and escalating only when decisions or authority are required.

Crucially, you are accountable not just for delivery to go-live, but for operational readiness, effective handover, and sustainable “business as usual” adoption, ensuring initiatives deliver measurable and lasting business value.

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Key Tasks / Responsibilities

- Act as the single point of accountability for initiatives spanning underwriting, pricing, claims, distribution, operations, product, and technology.
- Coordinate business and technology teams to deliver coherent, end-to-end solutions rather than disconnected outputs.
- Translate high-level strategic goals into clearly defined initiatives with measurable outcomes.
- Define scope, success measures, and adoption plans that reflect insurance operational realities.
- Define pragmatic business solutions that work within existing insurance processes, systems, and controls.
- Produce clear business and operational requirements when initiatives transition into digital or platform solutions.
- Actively manage initiative demand and sequencing to avoid overloading critical functions.
- Identify and manage dependencies across data, systems, controls, and operational teams.
- Use portfolio forums to highlight trade-offs between speed, risk, and capacity.
- Identify delivery, regulatory, operational, and adoption risks early.
- Resolve issues pragmatically, escalating only when decisions or risk appetite are required.
- Ensure readiness for go-live, operational handover, and effective BAU adoption.
- Build sufficient domain knowledge to reduce dependency on SMEs and maintain delivery momentum.

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About you

- Strong solution development and problem-solving capabilities.
- Strong experience delivering complex, cross-functional business initiatives.
- Experience translating strategy into executable, outcome-focused initiatives.
- Solid understanding of change management, adoption, and operational handover.
- Excellent stakeholder management and influencing skills across multiple teams and seniority levels.
- Pragmatic problem-solver who can operate comfortably in ambiguity.
- Track record of successful handover and embedding solutions into business-as-usual operations.
- Clear, structured communication, including requirements documentation for Product and Technology teams.
- Proactive, pragmatic, and decisive, able to identify issues early and drive resolution.

Why work at Piki

- Flexible working conditions, access to an incredible in-person working space
- Support from an awarding-winning CEO & Founder
- Competitive Package with the possibility of Share Options
- Annual holiday entitlement of 28 days plus bank holidays
- 35 hour working week
- Death in service scheme
- Access to wellbeing services
- Training and development opportunities
- Social events

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