

Role Description

Role Title: Project 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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Project 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 Project Manager leads the delivery of strategic, commercial and insurance business-solution initiatives, ensuring they are executed with clarity, discipline, and measurable impact. You will own and maintain robust change governance, providing integrated delivery plans, RAID management and clear dependency mapping—creating a transparent view of progress that senior leaders and executives can rely on.

You will prepare, facilitate, and drive outcomes from Steering Committees and key governance forums, ensuring decisions are clearly documented, actions are owned, and momentum is maintained. A key part of the role is maintaining delivery integrity—proactively challenging scope creep, unrealistic timelines, and unclear accountability, even when conversations are difficult.

Working closely with stakeholders across the business, you will also document and shape business analysis, translating business needs into clear, structured requirements to support successful solution design and implementation.

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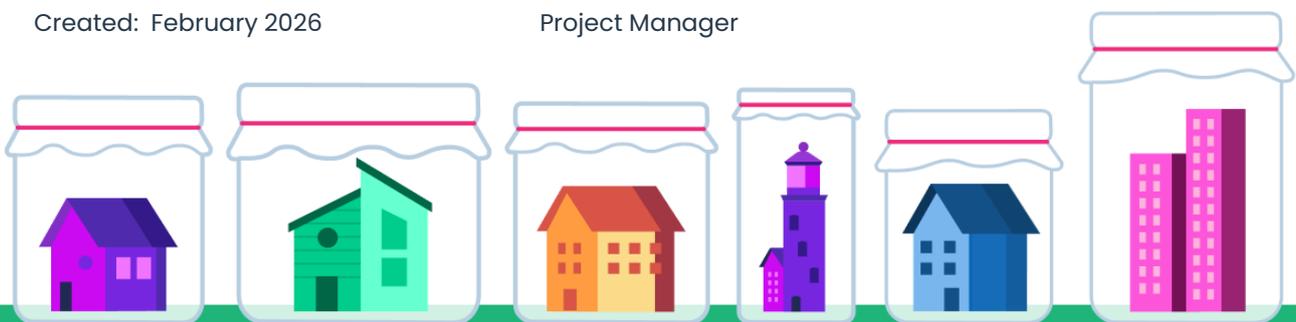


Key Tasks / Responsibilities

- Deliver initiatives across commercial, underwriting, pricing, claims, and enabling functions.
- Translate complex insurance change into structured delivery plans that teams can execute.
- Ensure partner onboarding activities align with agreed commercial terms, operational models, capacity requirements and regulatory obligations.
- Maintain integrated delivery plans, RAID, financial tracking, and dependency management suitable for an insurance environment.
- Provide clear, evidence-based reporting that senior leaders can rely on when making risk and investment decisions.
- Prepare, facilitate, and follow through on SteerCo and delivery forums.
- Ensure decisions are clearly documented, owned, and reflected in delivery plans.
- Hold teams and stakeholders accountable for agreed actions.
- Work closely with Compliance, Risk, and Legal teams to embed regulatory requirements into delivery plans.
- Actively challenge scope creep, optimistic assumptions, and delivery plans that ignore operational or regulatory realities.
- Escalate risks with clear options, impacts, and recommendations.
- Ensure plans reflect what is genuinely achievable without compromising control or outcomes.
- Translate insurance business needs into clear requirements and delivery priorities.
- Support effective collaboration in a fast-moving, evolving environment.
- Support operational readiness for go-live, including process design, controls, training, and handover into BAU teams.
- Build sufficient domain knowledge to reduce dependency on SMEs and maintain delivery momentum.

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Project Manager



About you

- Strong solution development and problem-solving capabilities, with practical, business-focused outcomes.
- 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.
- Understanding of insurance operations and broker functions
- 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
- 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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