

Position Description

Chief Executive Officer, RIBO

Location: Downtown Toronto

About RIBO

Established in 1981, The Registered Insurance Brokers of Ontario (RIBO) is the province's regulator of general insurance brokers. RIBO regulates the licensing, professional competence, ethical conduct, and insurance-related financial obligations of over 21,000 licensees in Ontario. RIBO's mandate is to protect the public in their interactions with general insurance brokers across Ontario.

In recent years, RIBO has undergone a transformative modernization, built upon technology, innovation and industry best practices. RIBO's strategic plan outlines priorities which include consumer protection, efficiency and financial responsibility, professional standards and continued modernization of organizational practices.

The Opportunity

Reporting to RIBO Council, which consists of nine elected licensed insurance brokers and four public members appointed by the Government of Ontario, the Chief Executive Officer (CEO) is responsible for **providing strategic direction and overseeing all business operations** of RIBO in alignment with the objectives set by legislation and RIBO Council. The CEO ensures all aspects of the organization, including governance practices, are integrated to meet RIBO's strategic objectives.

The CEO oversees a multi-functional operational team of approximately 40 employees comprised of: Compliance, Conduct and Investigations; Enterprise Technology; Policy, Licensing and Standards; and Finance and Corporate Services to meet the evolving public interest needs while driving positive change.

The CEO, in collaboration with RIBO Council, is an integral leader in the development and implementation of RIBO's strategic plan, external engagement, regulatory compliance, financial management, and strategic external relations; drives strategic initiatives to further modernize RIBO as a premier self-regulatory organization; and, champions RIBO's core values of fairness, integrity, sensitivity and knowledge, playing a pivotal role in shaping the future of RIBO.

Key Responsibilities and Accountabilities

Strategic Leadership

- In collaboration with RIBO Council, develop and execute a strategic vision and long-term goals in alignment with the organization's mission and values.
- Identify emerging regulatory and business trends and anticipate future challenges, adapting strategies and tactics accordingly to maintain relevance and effectiveness.
- Identify principal risks and ensure that these risks are being monitored and managed.

RIBO Council

- Maintain a respectful and collaborative relationship with RIBO Council ensuring appropriate information flow to Council including high quality, timely, and consistent reporting and communication between Council meetings.
- Participate and coordinate as necessary with Committees and Sub-Committees of RIBO Council.
- Oversee the annual Council Election, in accordance with legislation and bylaws.
- Advise on appropriate governance practices and ensure these are established and maintained.

Operational Oversight

- Ensure the development of departmental operational plans that align with the strategic goals of RIBO.
- Set the bar high while providing guidance and direction to RIBO's Leadership Team members.
- Proactively identify opportunities for increased efficiency and effectiveness within RIBO.
- Ensure all departments are integrated and aligned to achieve RIBO's common purpose, ensuring cohesive collaboration and efficient operations, and hold them accountable for business results.
- Establish and monitor key performance indicators (KPIs) to track organizational progress and success in meeting regulatory objectives.
- Champion metrics and analytics to drive better performance and initiatives and make data-driven decisions.
- Ensure RIBO has appropriate resources (e.g., human, financial, technological) in place to meet or exceed the objectives of the strategic plan.
- Champion the effective use of technology to advance the operations of RIBO.
- Ensure appropriate engagement of legal counsel, strategic consultants, and other professional advisors on matters that may arise.
- Ensure appropriate business continuity planning and execution.

Regulatory Compliance

- Maintain strong understanding of legislative frameworks including the relationship between and approval mechanisms for Acts, Regulations, bylaws, rules and policies.
- Maintain detailed knowledge of relevant laws, regulations, and industry products and standards, interpreting their implications and guiding compliance efforts.
- Implement strategic policies and measures to ensure adherence to regulatory requirements and mitigate risks of non-compliance.
- Further evolve RIBO as a regulator in the public interest.

External Communication and Engagement

- Serve as executive sponsor of initiatives to ensure that RIBO is viewed within the insurance industry and the public as a trusted organization.
- Liaise with provincial government ministries and agencies regarding regulatory issues that impact the public in their dealings with insurance brokers.
- Coordinate with the Ontario Government regarding appointment of public members of Council and Committees.
- Cultivate relationships with government, agencies, industry representatives, and advocacy groups to deepen understanding and foster collaboration while advancing regulatory objectives.
- Maintain strong, productive relationships with other insurance regulators across Canada.
- Liaise with industry trade associations to promote dialogue within the industry, share knowledge and increase awareness of industry trends.
- Outreach to licensees as required, including broker visits.
- Represent RIBO at conferences to promote transparency and build trust with consumers, brokers, government and other provincial regulators.
- Communicate with the media when required.

Financial Management

- Oversee the development of RIBO's budget, allocating resources to effectively support strategic priorities; ensure that RIBO operates within its budgetary parameters.
- Work with the Director of Finance and Corporate Services to ensure required financial reporting, fiscal and policy compliance and implement strategies to address any variances to budget.

Team Development and Workplace Culture

- Provide performance feedback, recognition and professional development for direct reports while enhancing engagement and team effectiveness.
- Foster a culture of innovation, accountability, and continuous learning.
- Provide leadership and support to cultivate a collaborative and inclusive work environment.

- Ensure human resources programs are established to support employees and meet regulatory requirements, executive sponsor of employee engagement and recognition initiatives.
- Ensure the appropriate HR structures and programs are in place, including workforce planning, talent acquisition, performance management, coaching, learning and development, total rewards, etc. to support employees in their daily work.
- Set a leadership tone of respect, appreciation, openness and inclusivity that appreciates everyone's diverse contribution.
- Champion a culture that embraces RIBO's core values of fairness, integrity, sensitivity, and knowledge.

The Individual

The ideal candidate brings a wealth of experience, with at least 10+ years of senior management leadership in regulatory governance, not-for-profit sector, or a related field, coupled with a deep commitment to the public interest.

This role requires a blend of **strategic vision, exceptional leadership abilities, and industry knowledge** to propel the organization forward.

A proven track record of working collaboratively with a Board of Directors or Council is essential, supported by operational and financial management expertise, as well as business and political acumen. The candidate has demonstrated success in implementing modern business practices to drive transformative change within complex environments.

Known for their innovative thinking, expert communication skills, and the ability to inspire and lead others, this individual excels at creating and executing strategic visions, fostering talent development, and achieving measurable results. They bring the capability to oversee regulatory processes within a self-governance model while effectively managing relationships.

An in-depth understanding of self-governance, administrative laws, tribunals, government operations, and governance practices is critical, as is familiarity with the unique challenges and responsibilities of leading a self-regulatory organization. Expertise in the property and casualty insurance industry within Ontario further enhances their profile. An advanced degree in law, business administration, public policy, or a related field underlines their qualifications for this critical leadership role.

Qualifications and Experience

- Over 10 years of successful senior management level leadership experience in the regulatory governance, not-for-profit sector, or a related field.
- Demonstrates executive-level business acumen.
- Strong understanding of self-governance, administrative laws, tribunals, government oversight, and governance practices.
- Understanding of regulatory complaints and discipline processes, and procedural fairness.
- Understanding of the property and casualty (P&C) insurance industry and its distribution channels within Ontario is an asset.
- Awareness and appreciation of changes and issues within the insurance industry, including legislative changes; ability to translate those into appropriate strategic and operational initiatives.
- Advanced degree in one of the following: law, business administration, public policy, or a related field.
- In-depth knowledge of applicable legislation, regulatory frameworks, and compliance best practices.
- In-depth knowledge of current and evolving insurance industry standards.
- Successful experience in budget planning and oversight.
- Record of encouraging and demonstrating accountability.
- Ability to successfully establish and maintain long-term industry relationships.
- High degree of comfort and knowledge concerning digital processes; embraces automation and process improvement using technology.
- Strong strategic planning and decision-making skills with the ability to navigate complex challenges and drive organizational excellence.

- Experience building broad and strategic relationships and influencing at all levels.
- Excellent change management, communication, talent development, collaboration, and interpersonal skills.
- Demonstrated commitment to ethical conduct and upholding the public interest.
- Availability for travel to meetings, conferences, brokerages, etc.

To Apply

Continue to advance your career in an environment that promotes innovation while making a valuable contribution towards protecting the public interest.

RIBO offers a competitive compensation and total rewards package, plus a flexible work environment.

If you believe you have the necessary skills and experience for this position, please send us your résumé and a detailed cover letter.

Your cover letter should include:

- Why you are interested in RIBO
- Why you are interested in the role of CEO
- How you would utilize your skills, knowledge, and experience to propel the organization forward.

At RIBO, we embrace diversity, equity, inclusion, and ambitions. We are committed to building inclusive teams and an equitable workplace for all our employees. We strive to provide an accessible candidate experience for our prospective employees with different abilities and will provide reasonable accommodations during the hiring process.

We sincerely thank all applicants. However, only those candidates whose skills and experience best match the requirements for the position will be contacted.

Please apply through the [RIBO careers webpage](#).