Job Description



JOB TITLE: Head of Claims (Syndicate 1856)

GRADE: 1

REPORTING TO: Head of Syndicate 1856

LOCATION: London

# **ABOUT US:**

ERS is the UK's largest specialist motor insurer with an A+ rating. Through Lloyd’s Syndicate 218 we work exclusively with motor insurance brokers to help get under the skin of the most difficult insurance risks, helping build products to meet their customer’s needs.

ERS recently announced the backing of Arcus, Lloyd’s syndicate 1856, giving the firm the ability to write Specialty, Commercial and Reinsurance lines alongside the existing motor business within Syndicate 218.

**THE ROLE:**

A newly created role of Head of Claims for Syndicate 1856, an exciting prospect of building the function’s proposition and capability from its current foundations as well as accountability for its business as usual performance.

To oversee the effective management of Claims for the syndicate’s range of specialised Commercial products in order to manage indemnity, case reserving and customer proposition. The role holder will be experienced in the Lloyd’s Market, primary and reinsurance claims management, and will add value through building the Claims function in line with its growth plans and contributing to use of new technology and data, as well as ensuring effective Claim portfolio management in accordance with market practices, relevant legislation and case law. The role sits as part of the senior leadership team in Syndicate 1856 and should focus on the interests of “the whole system”.

**KEY RESPONSIBILITIES:**

* Oversee Claims portfolio performance, ensuring: optimal indemnity control in accordance with policy terms; reserving adherence to company procedure; service delivery to brokers and clients that complements the business acquisition and retention goals; effective reinsurance recovery; and reporting performance to stakeholders.
* Oversee large and complex claims within own defined authority, enhancing ERS’s reputation by managing experts and relationships with other markets, setting strategy and negotiating settlement in accordance with policy terms.
* Develop Claims strategy and underpinning infrastructure to deliver this to meet the needs of the Syndicate in line with its growth plans.
* Oversee and develop a team of Claims Adjusters dealing with case allocations both lead and follow within own defined authorities.
* Oversee selection and management of third party administrators, loss adjusters, experts and delegated authority holders in accordance with company procedure, ensuring adequate control.
* Ensure adherence to Lloyd’s Minimum Standards at all times, engaging with regulators as appropriate on reporting requirements.
* Develop Key Performance Indicators and Management Information in order to drive business performance. Provide input to and draft reports for Executive leadership and Board consumption.
* Share knowledge with interdependent functions including Underwriters and Actuaries.
* Champion the company in the market and the Claims function internally on technical excellence and play an influential role in external bodies including the Lloyd’s Market Association.
* Embed robust and compliant processes to control and achieve claims functions relative to the Group’s Underwriting portfolios, agreed strategies and requirements and regulatory commitments.
* Embed and continuously improve measurements, people performance management, training and development to align with the business strategies, market changes and technical policy.
* Influence and lead a culture that reinforces the company brand, values and paradigm behaviours.
* Effectively lead, develop and coach a team of specialist staff.
* Work effectively with peers in shared functions within the organisational matrix to provide seamless delivery of ERS objectives in the interests of “the whole system”.
* Play a prominent role in the leadership team of the Syndicate representing both own function and the wider business interests.

**ESSENTIAL QUALIFICATIONS, SKILLS AND EXPERIENCE**

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* Wide experience in a range of classes of Commercial insurance (including Property) and major loss management.
* Good understanding of reinsurance and reinsurance disputes.
* Strong understanding of the current regulatory requirements around claims management in the London insurance/reinsurance market, including delegated authorities.
* Strong understanding of the legal system in England & Wales and working knowledge of the legal systems in the United States of America and other key overseas territories.
* Knowledge of key lawyers, loss adjusters and other significant providers in relevant markets and experience in directing these.
* Experience in leading market meetings including brokers and other insurers/reinsurers.
* Financial literacy and appreciation of the drivers of the combined operating ratio.
* Strong knowledge of the key business systems and processes in the Lloyd’s Market.
* Understanding of the business portfolio and knowledge of multiple classes of business.
* Understanding of Cat. event management procedures.
* Experience of leading and coaching a team and a track record of achieving results.
* Legal qualification in a key market territory an advantage.
* A track record of acting on own initiative and problem-solving, with experience in Change an advantage.

**DESIRABLE BEHAVIOURAL ATTRIBUTES**

* Excellent communication skills
* Focused on performance and driving results
* Builds strong relationships and leverages off them to achieve outcomes
* Owns decisions and uses commercial awareness to reach them
* Thinks strategically and holistically with a “one system” approach
* Leads by example, demonstrates positive behaviours and champions the company culture

Name (PRINT): .…………………………………………………………………

Signature: …………………………………………………………………………

Date: …………………………………………………………………………………