Job Description



JOB TITLE: Head of Claims Operations

GRADE: 2

REPORTING TO: Head of Operations

LOCATION: Swansea

# **ABOUT US:**

ERS is the UK's largest specialist motor insurer with an A+ rating. We recognise that for some, motor insurance is more than just a must-have; it's a way of taking care of what stands at the heart of their passion or livelihood. For those people, standard insurance isn't enough. That's why 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.

**THE ROLE:**

To provide leadership and strategic direction to a number of specialist operational teams. Responsible for all aspects of operational performance;

* Service delivery
* Expense management
* Indemnity cost control
* Quality and compliance with regulatory and internal policy and process guidelines

**KEY RESPONSIBILITIES:**

* Provide leadership and strategic direction to a team of Operations Managers ensuring alignment with company objectives and delivery against set targets of service, efficiency and performance goals in line with associated policies, philosophy, processes and appropriate regulatory standards
* Lead strategic improvement initiatives across operations and drive continuous improvement in all teams under responsibility
* Forecast, set and control departmental budgets
* Ensure change control governance and documentation of new processes
* Ownership of specific supply chain partners where designated
* Guide Operation Managers in continually enhancing the performance and productivity of teams, the quality of output and the service delivered to external customers
* Set strategic employee development activity to ensure necessary skills and capabilities are present both now and for the future through identifying high potential employees and executing succession plans for key roles
* Ensure all line managers under control are proactively identifying and addressing poor performance issues ensuring clear development plans are in place for all employees
* Promote a culture of communication and employee engagement which is instilled into everyday activity and maintain high levels of employee engagement
* Maintain an up-to-date knowledge of legislation, case law, social and market developments in order to protect and promote the Company’s competitive position and ensure all Operations Managers and team members have access to all necessary knowledge and material
* Play a leadership role within the Swansea Operations Management team
* Embody and amplify the ERS values in all aspects of day to day activity ensuring that all interactions and engagements are carried out with the highest ethical and professional standards and that all work is accomplished with quality and in accordance with ERS values
* Carry out other reasonable tasks as required by line management

*The above duties and responsibilities are not an exhaustive list and you may be required to undertake any other reasonable duties compatible with your experience and competencies. This description may be varied from time to time to reflect changing business requirements*

**KEY DESIRABLE ATTRIBUTES:**

* Extensive experience of working in managerial roles within the motor insurance industry with in-depth operational knowledge
* Solid capabilities in departmental resource and budget planning / management with demonstrable experience of the use of data to manage and control team / department performance and drive improvement
* Proven ability in performance management and performance improvement of individuals and managers
* Excellent knowledge of the legal, regulatory and compliance provisions that apply to the UK motor market
* Strong numeracy skills and ability to interpret financial results relating to Operations

**KEY PERSONAL DESIRABLES:**

* Leadership – creating future vision and direction, using appropriate communication and interpersonal skills to guide others towards goal achievement and future success aligned to business goals
* Commercial and financial literacy – managing teams and departments across a broad range of activities to achieve financial outcomes
* Driving & Delivering Results – self-motivated and able to plan, manage and control the delivery of goals and objectives through the line
* Planning & Organising – well-organised with ability to manage complexity and multiple interdependent goals and objectives
* Facilitative – able to get the best from teams and individuals without micro-managing
* Effective Communication Skills – able to communicate clearly and creatively, and to motivate others to achieve shared goals and objectives
* Use of Initiative & Adapting to Change – self-starter taking action without being prompted. Ability to react to change positively and use initiative to identify areas where change is necessary
* Team player – strong team player contributing to overall goals and objectives and working effectively with others. Not boundary or silo-oriented

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

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

Date: …………………………………………………………………………………