Job Description



JOB TITLE: Senior Claims Adjuster (Syndicate 1856)

GRADE: 3

REPORTING TO: Head of Claims (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:**

Joining a newly created Claims team, an exciting prospect of helping to shape the function’s proposition and capability from its current foundations as well as responsibility for its business as usual performance.

To oversee the effective management of a portfolio of claims from the syndicate’s range of specialised Commercial products in order to manage indemnity and case reserving and deliver the Syndicate’s broker and customer proposition. The role holder will be experienced in the Lloyd’s Market, primary and reinsurance claims management, and will add value through contributing to the development of the team in line with the Syndicate’s growth plans. They will be expected to deal with claims in accordance with market practices, relevant legislation and case law, drawing upon specialists and overseeing third party administrators appropriately, and have a good working knowledge of Lloyd’s systems and processes. Collaborative, they will contribute to the success of “the whole system”.

**KEY RESPONSIBILITIES:**

* Oversee personal 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 on performance.
* Oversee larger and more complex claims in accordance with own defined authority, referring for support as appropriate, enhancing ERS’s reputation by managing experts and relationships with other markets, setting strategy and negotiating settlement in accordance with policy terms.
* Support the Head of Claims by contributing to developing Claims strategy and underpinning infrastructure to meet the needs of the Syndicate in line with its growth plans.
* Coach less experienced team members including referral support.
* Select and manage 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.
* Providing support to the underwriting team, actuaries and senior management including advising on claims related information, drafting and/or approving policy wordings and endorsements, updating on legal trends, attending pre-inception/renewal/claims review meetings as required and assisting in undertaking legal and/or claims studies in potential new markets/product areas.
* Share knowledge with interdependent functions including Underwriters and Actuaries, providing input to Claims matters including draft policy wordings, informing on market and legal developments and participating in external claims review meetings.
* Reporting on large losses both internally and to reinsurers.
* Champion the company in the market and the Claims function internally on technical excellence.
* Follow processes to achieve claims functions relative to the Group’s Underwriting portfolios, agreed strategies and requirements and regulatory commitments.
* Contribute to continuous improvement, training and development of technical policy.
* Demonstrate a culture that reinforces the company brand, values and paradigm behaviours.
* 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”.

**ESSENTIAL QUALIFICATIONS, SKILLS AND EXPERIENCE**

* At least 10 years’ experience in a range of classes of Commercial insurance (including Property) in the Lloyd’s Market.
* Good understanding of reinsurance and reinsurance disputes.
* Strong track record in directing lawyers, loss adjusters and other significant service providers in relevant markets.
* Understanding of Cat. event management procedures and experience in large loss management.
* Awareness of regulatory requirements around claims management in the London insurance/reinsurance market, including delegated authorities.
* Strong knowledge of the key business systems and processes in the Lloyd’s Market.
* Strong knowledge of the legal system in England & Wales and working knowledge of the legal systems in the United States of America.
* Experience in active participation in market meetings including brokers and other insurers/reinsurers.
* Coaching and taking referrals from less experienced team members.
* Skilled problem-solving and acting on own initiative.

**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: …………………………………………………………………………………