

Claims Controller

Location: Leopardstown, Dublin 18

Who We Are

Ayvens Insurance (AYINS) is the trading name of Euro Insurances DAC. We are an international motor insurance company, active in over 20 countries ('the entities'), where we deliver competitive cover and easier fleet management for Ayvens clients and other large fleets. Euro Insurances DAC trading as Ayvens Insurance is regulated by the Central Bank of Ireland.

Job Purpose

This role will be based in the Claims Department and will report directly to the Claims Manager, Reinsurance & Governance. This role will involve the review of claim handling controls, processes and procedures, for motor claims handling services that are outsourced to third party administrators and Fronting partners, throughout Europe.

The role will also involve support of the Claims Manager, Reinsurance and Governance in the implementation of processes related to Risk and Compliance controls in the Claims Department and the development of relevant MI reporting.

Responsibilities will include but are not limited to:

- Review LeasePlan Insurance's claim handling suppliers in accordance with the Claims Control Review plan and ensure that claim handling suppliers are meeting Service Level Agreement (SLA) requirements.
- Execute Claim Control Reviews in line with the Claims Control Review Plan with a focus on identifying potential areas of claims cost savings and follow up, as necessary, on any corrective actions and/or initiatives identified.
- Claim Control Reviews will be carried out remotely and/or on-site.
- Prepare reports documenting the findings of Claims Control Reviews, and monitor/manage claim handler's implementation of agreed actions for the resolution of performance issues and/or achievement of cost savings.
- Monitor and manage large loss claims reported, in particular the review of same to identify potential areas of claims cost savings and/or opportunities to expedite efficient claim settlements (and follow up as necessary).
- Ensure that claim handling suppliers are meeting SLA/contractual requirements, specifically with respect to the timely submission of large claim reports and large reserve movement requests.
- Manage day to day claims queries from claim handling suppliers, LeasePlan Countries, clients and other departments.
- Assist with monthly and quarterly reporting on insurance programs e.g., quarterly risk reports & monthly Key Performance Indicator (KPI) reports.
- Assist and support the development of new business products and projects within LeasePlan Insurance, in particular the 'insourcing' of claim handling to LeasePlan entities.
- Assist and support improvement initiatives within the Department and the Company.
- Assist with the development and updating of Department policies, procedures and working instructions.
- Complete IT Security training and any other LeasePlan Insurance/LeasePlan Corporation training as required.
- Assist with the preparation of departmental reports on a periodic basis or as required, on large reserve movements; Reinsurance claims; outstanding large claim reports etc.
- Any other tasks as may be assigned by the Claims Manager.

Character Profile

Requirements

- Good knowledge of motor insurance claims – Personal Injury, Property Damage, Fire, Theft, Total Loss, Glass
- Experience in handling personal injury claims
- Experience of claims litigation
- An understanding of motor claims in a European context – 4th Directive & Green Card would be desirable.
- Experience in international insurance or international claims experience would be desirable.
- Primary degree preferably in Business, Law or Insurance
- Professional Insurance qualification (minimum CIP or ‘Grandfathered’)
- Experience in motor claims handling and experience gained in all aspects of the claim handling process, from notification through to final settlement.

Desirable

- Excellent numeric and analytical skills
- Excellent written and oral communication
- Excellent working knowledge of Microsoft Office
- Individual must be highly organised and have the ability to meet strict reporting deadlines.
- Team player who will play an important role as part of a small highly specialised team.
- Individual must have strong interpersonal skills and the ability to build relationships across departments and with service providers internationally.
- Fluent in English with an additional European language being desirable.
- Ability to work alone and on own initiative.
- Resilience to travel.

Ayvens Insurance is an equal opportunity employer.