

Claims Manager, Direct

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

The Claims Manager, Direct reports to the Head of Claims (HoC) and will be responsible for the day-to-day management of the Direct Claims Team. The role will contribute significantly to the Claims Department strategy together with the HoC.

You will lead a specialised team responsible for the over-sight of outsourced claims handling activities, ensuring the effective control and management and reporting of claims activity.

In co-ordination with the HoC, you will be responsible for the development and implementation of claims department control processes and MI reporting. The role requires significant technical expertise, leadership and stakeholder management skills that can develop and improve the contribution of the team to the overall success of the department.

Responsibilities will include but are not limited to:

Management and Leadership of the Team

- Responsible for the operational oversight and day-to-day activities of the team, ensuring the appropriate structures are put in place to allow the team to achieve its objectives.
- Monitor performance and quality of work and report concerns to the HoC.
- Lead the goal setting, review and appraisal process for the department, and develop personal development plans.
- Responsible for talent management of the department.
- Make recommendations and implement improvements for the department.

Claims Management

- Management of the Direct Claims Team to include responsibility for staff performance and development as well as the delivery of operational BAU and objectives.
- With the HoC, develop specific objectives for the Direct Claims Team, including the development and implementation of improvement & change initiatives.
- Build and maintain strong relationships with suppliers, Ayvens entities and internal departments.
- Monitor and report on the operational performance of OSPs.
- Support in the selection, appointment, renewal and termination of OSP agreements as required.
- Support in the development and monitoring of OSP SLAs to ensure more effective claims management and reporting.
- Support other departments, Actuarial in particular, in understanding claim trends, local developments and program performance.
- Support in the preparation of the Claims Department for internal and external audit, ensuring that all processes are both adhered to and appropriately evidenced at all times and that controls in place are adequate.
- Support company and department objectives for the improvement of risk and compliance controls.

- Work closely with the entities and any relevant department within the Ayvens group to ensure an alignment of strategy.

Other

- Work with relevant departments across the company to contribute to achieving the company's strategic and operational goals.
- Assist internal and external auditors in review of the Claims Department.
- Assist with reporting and MI requirements of the department.
- Any other tasks or projects as requested by the HoC.
- Attend and complete IT Security training and any other Group training as required.
- This role is subject to the Central Bank of Ireland Fitness and Probity Standards ("Standards"). The Standards provide that persons who are subject to the Standards must be competent and capable, act honestly, ethically and with integrity, and be financially sound. This role is subject to the Company satisfying itself (as required under the Standards) on reasonable grounds that a candidate complies with the Standards.

Character Profile

Requirements

- Ability to create and articulate an overall vision for the team, then able lead and motivate the team to achieve this.
- Significant knowledge of claims management processes, procedures and reviews.
- Knowledge of relevant legislation and experience of European insurance markets.
- A minimum of 5 years' experience in a similar role within an Insurance / Reinsurance company.
- Previous experience of managing and leading a team.
- Able to analyse data and provide concise summary and / or recommendations.
- Able to interact effectively with stakeholders at all levels, including senior management teams, both internally and externally.
- Self-motivated with great organisation skills and the will to get tasks completed.
- Detail-oriented team player with excellent interpersonal skill and the ability to multitask.
- Positive and flexible attitude to change, and ability to work under tight deadlines.
- Capacity to travel on a regular basis.
- Excellent MS Office skills, in particular Excel.
- CIP qualified, relevant degree or professionally qualified.
- Innovative and creative with willingness to bring new ideas to improve processes.

Desirable

- Experience in in a similar role within an Insurance / Reinsurance company.
- ACII or FCII Qualified
- Fluent in a second language, ideally French.
- Experience in the motor leasing industry
- Strong knowledge of cross border pan-European insurance markets

Ayvens Insurance is an equal opportunity employer.