

## Claims Manager, Reinsurance & Governance

Location: Leopardstown, Dublin 18

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### Who We Are

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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.

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### Job Purpose

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The Claims Manager, Reinsurance & Governance reports to the Head of Claims (HoC) and will be responsible for the day-to-day management of the Reinsurance & Governance 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 claims handling activities with our Fronting partners, ensuring the effective control and management and reporting of claims activity.

In addition, you will be responsible for the co-ordination and reporting of risk and compliance activity in the department and the development of claims management best practice (including being the contact point for Central Insurance Team), providing the HoC with clear reporting on such activity and acting as the Claims contact point for the Risk and Compliance teams.

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.

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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 Reinsurance & Governance 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 Reinsurance & Governance Claims Team, including the development and implementation of improvement & change initiatives.
- Work closely with the entities and any relevant departments within the Ayvens group to ensure an alignment of strategy and continuous development and promotion of best practice.
- Develop controls and reporting to monitor OSP SLAs to ensure more effective claims management and reporting.
- Management of 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.

#### **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.

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### **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.
- 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.**