



Job title: Claims Manager - SIU

Department: EO Claims

Location: Chelmsford/Leeds

Role Purpose (Summary)

Develop and Lead the new Specialist Investigation Claims Unit and working with the wider European Operations Claims Teams to provide excellent claims service across all relevant portfolios

General Description

- Strategic leadership and development of the Specialist Investigation Claims Unit function to deliver to the overall business targets
- Lead and manage a team of claims staff, to ensure that the overall output and quality of the service provided by the team is within specified levels
- Support the implementation and communication of a Claims strategy to support delivery of overall business targets
- Contribute to the development and implementation of appropriate processes, procedures and strategies for the Claims function to support delivery of business targets
- Contribute to the development and delivery of a strategic approach to ensure key customers are identified and retained within the business to optimise profitability
- Develop and implement processes to ensure that the claims function is aligned to the needs of the class of business, and work closely with underwriters and other business functions
- Business retention and positive feedback from business customers
- Key business stakeholders support



Essential Requirements

- Ideally Graduate level candidate with CII qualification
- Broad experience of working in commercial insurance claims environment
- Experience of successfully supporting technical and operational strategy
- Experience of working as part of a senior team within a multi-national insurance environment
- Strong Leadership skills
- Strong Stakeholder and relationship management skills
- Project and change management skills
- Able to use MS office applications, Word, Excel, Access, PowerPoint
- Able to communicate effectively orally and in writing