



VACANCY

Title: Head of Claims Operations
Department: Claims
Office: UK London / Malta (Some overseas travel as required)
Reporting to: Group Chief Operating Officer

The Head of Claims Operations is a new role which reflects the expanding nature of Compre Group, the European insurance & reinsurance legacy specialist. The role will principally be responsible for all operational aspects of claims management, as well as driving a programme of process improvements across the Group. The role will also be pivotal to the implementation of strategic initiatives as the Group continues to expand in size and location.

Duties and responsibilities

- Own and develop the Group claims processes, including standardisation, governance, efficiency, quality and regulatory obligations
- Develop a series of claims KPIs which measure and demonstrate claims performance against objectives in terms of handling time, quality aspects, reserving accuracy, indemnity and expense management.
- Work with the MI and Data teams to develop an improved claims MI suite that delivers accurate insight on a monthly basis to various parties, including the Group Executive Team
- Develop and lead a series of process improvements focussed on efficiently increasing the claims capacity of the business over time

- Own and develop the Group's claims processing service centre in Malta working alongside the Head of Claims
- Collaborate with our Group teams across our various European locations from an operational perspective to understand local requirements
- Understand local regulatory claims obligations and own the claims input to all Group regulatory reporting
- Develop the way in which the group works and operates with third party claims administrators
- Own and run strategic initiatives that drive value across the organisation
- Input to due diligence processes for new portfolio or company acquisitions

Qualifications

- Educated to degree level, preferably with additional professional insurance qualifications such as ACII in the UK or similar
- Accreditation in LEAN or other process improvement methodologies strongly preferred

Skills & Knowledge

The position requires the following skill sets and accumulated knowledge:

- Significant experience in the insurance/reinsurance sector
- Experience of managing legacy portfolios and driving strategic initiatives across legacy books
- Program Management experience of large and complex change projects
- Strong interpersonal skills, able to build and maintain strong business relationships at all levels
- Strong knowledge of European claims and market practices
- Enthusiasm and passion for claims operations
- Excellent English communications and presentation skills, written and verbal - additional European language skills preferred
- Outcome focused with a flexible approach to work and able to adapt to change
- Excellent organisational skills and ability to work to tight deadlines, managing multiple tasks
- Experience in developing and implementing improved claims processes and working practices

To apply, please send your CV and cover letter to Careers-UK@compre-group.com