



Job Title:	Direct Technical Claims Manager	Reports To:	Head of Technical Claims
Department/Team:	Claims	Location:	London
Travel Required:	Overseas travel possible as and when required		
		Position Type:	Full Time
Role Description			
<p>In the role of Direct Technical Claims Manager, the successful candidate will lead a team of experienced senior complex claims handlers and will manage proactively all direct claims portfolios, across a number of different jurisdictions and lines of business, such as EL/PL, PI, D&O, US Casualty, GL, Property and construction, BI and multiline claims, as defined up to and including authority ownership on defined thresholds. This role includes technical oversight of third parties and delegated authority referrals. The successful candidate will ensure optimal handling of all claims and complete and sound claims settlements, in accordance with Company targets, policies and procedures and will ultimately assist in implementing the Company's business plan.</p>			
Main Responsibilities		Key Skills Required	
<ul style="list-style-type: none"> • Ensure the group claims handling philosophy is complied with by our internal and external claims handlers • Upholding level of customer service in Claims measured through client feedback, minimised complaints and internal SLAs • Delivery of required levels of Claims performance outcomes spanning a range of key metrics, including indemnity control, claims savings and expense cost control • Technical management of complex claims, ensuring an appropriate level of technical skill exists within internal and external teams • Management of internal claims resources, ensuring objectives set in line with KPIs and objectives, direction set and performance managed. • Monitoring and controlling claims leakage identified through peer review and audit. • Review and oversight of claims referred from TPAs outside of their delegated authorities • Maintaining and developing level of claims handling skill within the Claims Team through training and skill assessment. • Technical assistance to Claims Due Diligence process in support of new business acquisitions where requisite skills are available. 		<ul style="list-style-type: none"> • Sound all-round claims experience in a number of classes, preferably both on Lloyd's and non-Lloyd's claims. • Excellent knowledge of key terms and conditions in contracts / policies and general knowledge of key legal position in relevant jurisdictions. • Strong team leadership skills, ensuring clear communication of objectives, performance measurements and progress to team members. • Excellent negotiation skills, with experience in negotiating complex issues with counterparties, including the ability to lead formal mediations, resulting in successful settlements. • Excellent communication skills and ability to work in a team and develop good working relationships with both internal and external stakeholders. • Analytical, detailed-minded and solution oriented. • Good influencing skills, both with counterparties and in leading and guiding junior members of the team. • Good level of computer skills using MS Excel and Word as well as other systems • Ability to coach / train others 	



	<ul style="list-style-type: none">• Flexibility to hone existing knowledge to deal with new books of business when acquired• Experience in testifying in disputes, both as a corporate and fact witness