

Premia UK Services Company Limited – Role profile
Claims Operations Manager

<p>Overview</p>	<p>Premia Managing Agency Limited (PMAL) specialises in the management of discontinued insurance and reinsurance portfolios. Formed in 2020 the managing agency has assumed responsibility for a number of run-off insurance portfolios.</p> <p>We are seeking a Claims Operations Manager to lead a small team within our Lloyds Managing Agency. The successful applicant will take responsibility for the day-to-day management of team members and supporting outsource partners, ensuring that processes to manage our legacy claims are carried out in a timely manner, are well controlled, fit for purpose and aid delivery of our technical business plan.</p> <p>To work alongside the Head of Claims to embed improved operations, monitoring and reporting by developing and coordinating key aspects of the claims function.</p> <p>Provide effective support to the claims and operations team ensuring that all processes, procedures and reporting requirements are run as efficiently as possible, to serve both internal teams and external clients.</p> <p>Assist with all key stakeholders, both internally and externally, with regards to the incorporation of future portfolio transfers into the syndicate.</p> <p>This role offers hybrid working, with the successful applicant expected to attend the London office approximately 40% of the time, or more should business requirements dictate.</p>
<p>Key responsibilities (for inclusion in job description)</p>	<p>The successful applicant will be able to demonstrate the abilities to lead and motivate team members. You will have a proven track record in the delivery of Claims Operations functions, ensuring high standards are maintained in provision of service and delivery of processing activities. You will also have a good working knowledge of Lloyds processes and will provide expertise to support and deliver operational improvement initiatives.</p> <p>Responsibilities include</p> <ul style="list-style-type: none"> • Managing performance of the Claims Operations function, ensuring that all legacy claim administration tasks are carried out on a timely basis and to a consistently high quality. • Support the implementation, management and maintenance of operational and reporting processes, procedures and initiatives across the claims department and directly contribute to the achievement of business objectives. • Management of static claims to ensure compliance with Key Performance Indicators • Provide support in respect of the Lloyd’s Part VII project to ensure the syndicate is able meet our reporting obligations to Lloyd’s Brussels • Provide support in respect of current and future portfolio transfers into the syndicate • Coordinate and assist with peer reviews and audits ensuring the timely resolution of all action points. • Be a key point of contact for all internal stakeholders and functions including, but not limited to, Underwriting, Exposure Management, Underwriting Controls, Underwriting Operations, DUA and Compliance.

	<ul style="list-style-type: none"> • Assist the Claims team and external departments with ad hoc data requests and analysis.
<p>Skills & experience profile</p>	<ul style="list-style-type: none"> • Relevant experience within a Claims Operations function in the Lloyd's Market. • Ability to lead and motivate a team • Ability to manipulate data. • Adaptable to working in a demanding and changeable environment. • Good communication skills, both verbally and in writing. • Good team working ethic with excellent customer service approach. • Knowledge of the Lloyds CRS system • Experience and knowledge of the legacy insurance sector desirable
<p>Company's values</p>	<ul style="list-style-type: none"> • Bold "We are ambitious and passionate about our future" • Expert "We use our specialisms and expertise to get things done" • Innovative "We embrace change and continually seek to improve the way we do business" • Accountable "We are outcome focused and deliver on promises" • Honourable "We act with integrity and aim to do the right thing" • Inclusive "We encourage participation and value all contributions"