

## Operations Coordinator – London

Sompo International Holdings Ltd. (Sompo International) is a specialty provider of property and casualty insurance and reinsurance, established in March 2017 as the result of the acquisition of Endurance Specialty Holdings Ltd. by Sompo Holdings Ltd. (Sompo).

Sompo's core business encompasses one of the largest property and casualty insurance groups in the Japanese domestic market. In addition, Sompo is engaged in the provision of insurance services as well as other related services through its global network of businesses operating in 32 countries around the world.

Sompo International is the international operation and a wholly owned subsidiary of Sompo, which trades on the Tokyo Stock Exchange. Through our operating subsidiaries, Sompo International underwrites agriculture, professional lines, property, marine and energy, and casualty and other specialty lines of insurance and catastrophe, property, casualty, professional lines, weather risk and specialty lines of reinsurance.

As a leading global provider of insurance and reinsurance, we recognize that our success is derived directly from those who matter most: our people. Sompo International's headquarters is in Bermuda and we currently have offices in the United States, the United Kingdom, Continental Europe, and Asia. At Sompo International, a shared commitment to integrity, teamwork, agility, execution, and excellence define our culture, and we strive to create exceptional value for our clients and shareholders and maintain Sompo International as a desirable place to work.

We are seeking an **Operations Coordinator** to join the London Office, reporting to the VP, Insurance Operations, to support our 3 writing companies, covering: London 'Companies Market', European 'Companies Market' and 'Lloyds of London' (including the 'Lloyd's Insurance Company' in Europe).

The Operations team supports business processing, liaising with other functions to ensure efficiency & effectiveness across a broad array of activities from policy specific transaction support to change management and on-boarding. The main responsibilities of the International Operations Coordinator are:

### **Duties and Responsibilities:**

#### **1. Transaction Processing:**

- Month end close reconciliation and reporting
- Quarter End reporting – including 'PPL Stats' and others as required
- Support of Facultative Reinsurance processing & reconciliation
- Support of Terrorism Pool data capture and reporting
- Support ELTO Data collation and reporting
- Support Policy Data capture and document production for European business on merged writing companies
- Support of day-to-day XIS outsource services for Policy Administration Services (PAS), across all writing companies
- Support of the process that the Underwriting Assistants (UAs) engage in (month-end close; data quality management; process efficiency), including review of the monthly processing stats (e.g. Contract Certainty report, File Review Audit report, and Data Validation report)

## **2. Compliance:**

- Incorporation of evolving regulatory requirements into the 'business as usual' process and reports
- Support for specific report generation, including but not limited to: Quarterly Solvency II 'Bound but not Incepted' & 'Ceded Fac RI'; Quarterly Terrorism Returns (Pool Re, ARPC, GAREAT);

## **3. On-boarding:**

- Support the addition of new Business Units, Lines of Business, Products, or new joiners, including the harmonisation of processes, systems and team organisation, and training consistent with Sompo International standards, as directed by the VP, Insurance Operations

## **4. Underwriting Services:**

- Support for Business Requirements provision to IT Business Analysts (both Systems & Reporting)
- Provision of remote or on-site training support for core UW Tools (Duck Creek; Guidewire Policy Centre; ImageRight; Reports)for Business Units across London & Europe
- Producing & editing Training Documentation:
  - Quick Reference Guides published for the Policy Administration Systems.
  - Addendums and related documents for the Image Right e-filing system
  - Other training related documents as required
- User Acceptance Testing on behalf of Business Units when deploying new technologies (e.g. all GWPC deployments)
- Tracking technology maintenance requests and statuses, aiding in reprioritization of requests over time (e.g. fixes / change requests for: Genius Config, GWPC, Reporting etc.)
- Completing Policy Conversions and Duck Creek Program Negotiations for London and Bermuda Business Units as they are deployed onto the Guidewire Policy Administration System
- Project administration & support, including: Updating tracking spreadsheets and roadmaps related to Product or Business Unit on-boarding, process changes and technology deployments
- Assisting with special projects, and executing any other responsibilities in the capacity of Technical Assistant, under the Team Leader's direction.

## **5. Data Analytics:**

- Data Quality standards support

### **Skills, Qualifications and Experience:**

The successful candidate will ideally have the following:

- Insurance experience (Administration, Underwriting Assistance, or Operations)
- Must be able to prioritize and organize a very demanding workload
- Strong written and oral communication skills
- Computer skills including the core MS Suite (Word, Excel, Outlook, PowerPoint)
- Due to the demands of the business, candidates must have the ability to take initiative, work well under pressure and with others, and be committed to meeting deadlines, in a fast paced and dynamic environment
- Formal Project Management experience (e.g. Prince 2, or equivalent) considered a plus