

### **Claims Operations Analyst 6 Month FTC**

Sompo International Holdings Ltd. (Sompo International) is a global specialty provider of property and casualty insurance and reinsurance. Sompo International companies are wholly owned subsidiaries of Sompo Holdings, Inc., whose core business encompasses one of the largest property and casualty insurance groups in the Japanese domestic market.

Through our operating subsidiaries, Sompo International underwrites agriculture, professional lines, property, aviation, marine and energy, financial and political risks and casualty and other specialty and catastrophe lines of insurance and reinsurance. Headquartered in Bermuda, we currently also have offices in the United States, the United Kingdom, Continental Europe, Latin America, the Middle East and Asia.

Sompo International is a company driven by its core values, a carrier that holds promise, trust and the commitment to protect at the center of everything we do. We recognize that our success is derived directly from those who matter most: our people. Our culture is defined by a commitment to integrity, teamwork, agility, execution, and excellence; 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 a **Claims Operations Analyst \*6 month FTC\*** to join our team in the London office. To provide operational help & support to the VP, Head of UK Claims Operations. The role involves the oversight and management of all aspects of claims operations, across multiple lines. This will require close liaison with other functions to ensure smooth operational delivery. It will also require the ability to create, review and manage effective claims processes. Of primary importance is supporting the claims function in the delivery of the Sompo International claims philosophy of:

- Achieving fair and appropriate outcomes for our Insureds
- Ensuring efficient service; timely responses and fast payment of agreed claims
- Providing value-added expertise from client facing, technically proficient claims professionals

#### **Responsibilities include:**

- To review, analyse and interrogate claims data and KPI management
- Develop/maintain operational processes including performance metrics to conform with Lloyd's standards and best practice
- Identify opportunities to enhance performance and efficiency across claims processing
- Liaison with internal teams (DUT, finance, operations, internal audit, risk, compliance and IT) regarding claims operations issues to support delivery of operational plans
- Liaison with IT department for enhancements to existing claim systems
- Working with the claims team to ensure compliance with SOX and risk control framework
- Production of relevant claims MI
- Enhancing data capture and analysis within claims
- Participate in ad-hoc project work within the claims team
- Assisting with production of packs for Committee and Board meetings
- Assisting the team in the management of the monthly claims process
- Identifying trends, areas of concern and providing solutions
- Liaising with other Sompo International offices to ensure the delivery of a consistent global approach
- Assist the claims function in managing and meeting Solvency II deliverables

### **Desired Skills and Experience**

This role requires an individual with previous experience in claims operations and in-depth knowledge of the London market and Lloyd's a pre-requisite. Proficient IT skills would be key to include advanced knowledge of Excel, Word, Visio, Power BI and PowerPoint. The role also requires familiarity with key systems and tools used in the Lloyd's market for claims.

The successful candidate must have:

- Have a credible market presence and reputation, with a proven record of successfully delivering a claims philosophy
- Have a strong understanding of Lloyds processes and minimum standard requirements with meaningful and progressive experience in both Company and Syndicate environments
- Be extremely well organised
- Be an effective and efficient communicator both orally and in writing with the ability to tailor approach depending on the audience
- Support the Head of Claims Operations and the Head of Claims in advancing Sompo International business wide goals and corporate values
- Adhere to existing procedures whilst continually challenging the status quo by thinking of creative and efficient ways of streamlining and improve processes and procedures.

*Sompo International offers a competitive compensation and benefits package commensurate with experience.*

*Sompo International is an equal opportunity employer committed to a diverse workforce.*

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