



Training & Business Adoption Lead (Fixed-Term)

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 Kingdom, Continental Europe, the United States, 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.

Training & Business Adoption Lead - Insurance Operations

Sompo International's London Market and European operations have been executing an aggressive growth plan since 2014, growing from \$30M to \$1.6Bn GWP in that time. The company is actively looking for a **Training & Business Adoption Leader (6 months fixed-term)** with experience in rolling out training programs, to support process and technology changes for approximately 150 Underwriting Staff spread over 5 locations & across 5 time zones (London, Europe and Bermuda), in order to support that growth trajectory.

Reporting to the Vice President, Insurance Operations in London, the successful applicant will be a proactive self-starter, with the ability to thrive in a busy office environment, or remote working. The applicant must be a team player, and able to provide reliable support to the Operations Team in multiple geographies. The role will be responsible for designing and delivering a training strategy that ensures staff involved in Sompo Underwriting processes are aware of the key processes, tools and controls to function effectively.

This is a business facing position, involving engagement with stakeholders across multiple functions, primarily Underwriting, but also IT, Compliance, Actuarial, Finance and outsource vendors, in order to manage and implement training programs that will enable impacted users to successfully transition from their current state to a defined future state

Responsibilities include:

- Develop & maintain a training Strategy to facilitate the delivery of effective training across multiple locations (including those where English is not a 1st language).
- Assessing efficacy of business adoption and realization of measured improvements in business operations
- Develop and maintain a centralized communication site to house all training related materials & communications (corporate tools include 'SharePoint' & 'WebEx Teams')
- Cataloguing all training materials and ensuring their availability to stakeholders
- Ensuring all training materials are updated as necessary (including drafting, editing and reformatting), to keep constant with evolving processes, systems and controls, and maintaining a look & feel consistent with Sompso Brand Standards.
- Develop new ways of communicating with stakeholders and delivering training, including use of regular newsletters, video content, annual training objectives, e-training platforms, etc.
- Delivery of 'end-to-end' training programs, to support Change Projects, IT Maintenance Releases or New Staff induction, both in-person and remotely, for core UW Tools (Guidewire Policy Centre; ImageRight; Reports).
- Staying appraised of all systems, process and / or control changes in flight, and coordinating training to be delivered consistent with the implementation of the changes. This to include:
 - Coordination with the Change Management team
 - Attendance at weekly Maintenance release calls
- Lead 'impact analysis reviews' of pending changes within operations and identify where change impacts current people, processes, tools and / or controls
- Complete bi-annual 'System Security' Reviews across London, Europe and Bermuda

Desired Skills & Experience:

- Minimum 5 years of experience
- A proven track record in the delivery of comprehensive training programs
- Knowledge of international insurance underwriting processes. Knowledge of actuarial, financial, reporting, claims, etc. processes is a plus
- Strong analytical and problem-solving skills, with a demonstrated ability to analyze business processes and workflows.
- Highly effective team-worker. Ability to get on with others from diverse backgrounds and cultures
- Ability to influence people, with strong interpersonal, relationship building and negotiation skills
- Ability to develop stakeholder engagement models, ensuring stakeholders receive the level of communication and engagement most appropriate to their role
- High integrity and role as trusted advisor to colleagues
- Exceptional oral & written communication and presentation skills
- Strong organizational, planning, and execution skills along with attention to detail. 'Agile' delivery experience a plus
- Flexibility, to effectively manage a very demanding workload and changing priorities
- Ability to take initiative, work well under pressure and meet deadlines
- Advanced knowledge of presentation tools (MS PowerPoint, MS Word, MS Visio, etc.)
- Strong understanding of risk management and governance framework



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

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

Visit our website at www.sompo-intl.com