

Head Underwriting Operations (Northern Hub)

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.

This role will provide leadership and daily direction to Underwriting Assistants in the execution of strategies to deliver effective support to the assigned lines of business.

Main responsibilities will involve:

Strategic

- Ongoing analysis of existing Underwriting Assistant staff in terms of productivity, workflow, roles, and structure to maximize efficiencies and improve service both internally and externally.
- In conjunction with the Strategy Operations Head will contribute to the development of consistent processes and workflows across the business units, as appropriate.
- Monitor service standards to improve productivity, efficiencies, and speed to market. Recommend enhancements or new measures to sustain effective activity.
- Monitor quality metrics to assure accuracy and productivity of Underwriting Assistants. Recommend enhancements or new measures to sustain level of quality and accuracy for the team, department, and function.
- Collaborate with the Strategy Operations Head in the development of business requirements/specifications for IT projects and initiatives, as required, by providing subject matter expertise and guidance as applicable.
- Collaborate with the Strategy Operations Head on user acceptance testing of IT solutions and training activities, including identifying resources to directly participate in testing as needed.

Supervision and Internal Client Support

- Lead resources in the achievement of department Service Level Agreements and Quality Standards while operating within the agreed staffing model, workload benchmarks for Underwriting Assistants and established annual budget.
- Act as floating resource for team to cover scheduled and unscheduled absences, and peak time demands. In this capacity, assist in setting up files, rating, booking, and issuing for the business unit, together with soliciting underwriting information from agents and brokers.
- Complete a quarterly assessment of assigned unit and department performance.
- In collaboration with the Strategy Operations Head will contribute to development and maintenance of a SharePoint site to store and educate Underwriting Assistants on procedures and training material.
- Assure Underwriting Operations Quality Control program is implemented effectively, and performance is measured across the business supported.
- Perform periodic quality control reviews and audits for underwriting assistants, addressing deficiencies as necessary.
- Assist with physical audit processes for the business units including internal and corporate audits.

Qualifications:

- Bachelor's Degree preferred.
- Proficiency in the UA team lead role for at least 1-2 years or the Senior UA role for at least 3-4 years.
- Demonstrated a history of providing support, mentoring and/or coaching others on the team, and/or participating in strategic project implementation support initiatives.
- Exhibits adaptability.
- Demonstrated problem-solving skills.
- Demonstrated effectiveness and interpersonal skills.
- Language skills: German, English; any other European language is a plus.

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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