



Global Markets Head of Operational Controls, Reliance & Outsourcing

Sompo International Holdings Ltd. (SI) is a global provider of property and casualty insurance and reinsurance. SI 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, SI underwrites, 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.

SI 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 SI as a desirable place to work.

Global Markets is expanding and launching in several key regions around the world including the UK, Continental Europe and APAC.

Reports To: Global Markets Chief Operating Officer

Job Summary: The Global Head of Operational Controls and Resiliency is responsible for developing and implementing robust operational control frameworks that can scale and grow with the Sompo Organization in the UK, Continental Europe, APAC and Brazil and ensure full alignment with the North America business division. In addition to building out a fit-for-purpose, modern and automated control framework this role must ensure full Operational resilience for Global Markets business operations with capabilities that meet and exceed regulatory requirements and ensure Sompo can continue to operate its critical business services worldwide. This dynamic role will require close collaboration with our CFO, COO and CIO organizations as well as senior business leaders and our control functions (Risk, Audit & Compliance). This includes ensuring our third-party relationships are managed, onboarded and that they match our standards when providing insurance services. As part of operational resiliency, establishing a third-party outsourcing framework including onboarding and due diligence is absolutely key.

The Global Markets head of Operational Controls and Resiliency has implications across the entire organization and across all three lines of defense and will be absolutely critical in allowing Sompo to achieve its full potential and be a top 10 insurer in the next 5 years.

Key Responsibilities:

1. Operational Controls:

- Develop and maintain a comprehensive operational control framework to identify, assess, monitor, and mitigate operational risks and protect Sompo's financial integrity.
- Ensure the implementation of effective controls and risk management practices in line with company policies and regulatory requirements.
- Regularly review and update and even redesign controls to keep pace with the organization and to ensure we are always focused on data quality and not materially impacting the organization in any way.



- Ensure the testing of controls is streamlined, effective and efficient and that the controls and all evidence can be audited regularly by internal and external auditors with minimum to zero failure rate.
- Coordinate with key business units and functions to enhance operational procedures and drive continuous improvement initiatives.
- Monitor the effectiveness of operational controls and take corrective actions when necessary.
- Provide regular reporting to senior management and relevant committees on the status of operational controls.

2. **Global Markets Operational Resiliency:** Ensuring an organization can effectively respond to and recover from disruptions to its business operations. The key responsibilities include, but are not limited to:

- **Strategic Planning and Leadership:** Develop and lead a strategic approach to operational resilience, considering potential risks and impacts on business operations globally.
- **Policy Development and Implementation:** Establish and maintain operational resilience policies and frameworks that align with regulatory requirements and industry best practices.
- **Risk Assessment and Management:** Identify, assess, and manage risks that could lead to operational disruptions. This involves conducting business impact analyses and risk assessments.
- **Incident Response Planning:** Develop and maintain comprehensive incident response and business continuity plans to ensure the organization can quickly respond to and recover from various incidents.
- **Testing and Drills:** Regularly test and validate the effectiveness of response plans through drills and exercises and make improvements based on lessons learned.
- **Training and Awareness:** Foster a culture of resilience by providing training and raising awareness among employees at all levels of the organization.
- **Coordination and Communication:** Coordinate with internal and external stakeholders, such as IT, human resources, security, and third-party vendors, to ensure a unified approach to operational resilience.
- **Reporting and Compliance:** Ensure that resilience activities comply with legal, regulatory, and organizational requirements, and report to senior management and regulators as needed.
- **Continuous Improvement:** Continually monitor the external environment for emerging threats and adapt resilience strategies accordingly.
- **Technology and Cyber Resilience:** Oversee the resilience of IT systems and infrastructure, including cyber resilience, data protection, and recovery capabilities.
- **Vendor and Third-Party Management:** Manage relationships with third-party vendors and service providers to ensure they meet the organization's resilience requirements.
- **Crisis Management:** Lead or participate in crisis management efforts during significant business disruptions, ensuring effective decision-making and communication.



3. Outsourcing Management:

- Oversee the Global Market outsourcing strategy and manage relationships with third-party service providers to ensure alignment with business objectives.
- Lead a team that conducts due diligence on potential outsourcing partners and negotiate contracts to achieve optimal terms and conditions.
- Implement robust vendor management processes, including performance monitoring, risk assessments, and compliance checks.
- Liaise with outsourced service providers to resolve issues and ensure service level agreements (SLAs) are met.
- Stay abreast of industry trends and regulatory changes that may impact outsourcing activities.
- **Compliance and Regulatory Affairs:**
 1. Ensure all outsourced operations are compliant with relevant laws, regulations, and internal policies.
 2. Lead regulatory examinations and audits related to operational controls and outsourcing arrangements.
 3. Develop and maintain constructive relationships with regulatory bodies and industry associations.
- **Leadership and Team Management:**
 1. Lead and mentor a team of operational control and outsourcing management professionals.
 2. Foster a culture of risk awareness and compliance throughout the organization.
 3. Encourage knowledge sharing and best practices within the team and across the company.

Qualifications:

- Bachelor's degree in Business, Finance, or a related field; Master's degree or professional certification (e.g., CPA, CFA) is preferred.
- Minimum of 15 years of experience in operational risk management in a global setting.
- Proven track record of establishing a control framework, establishing robust operational resiliency frameworks and managing outsourcing relationships.
- Strong knowledge of regulatory requirements related to operational controls and outsourcing.
- Excellent leadership and team management skills.
- Exceptional communication and negotiation abilities.

Personal Attributes:

- Strategic thinker with strong analytical skills.
- Detail-oriented with the ability to oversee multiple projects and priorities.
- High level of integrity and professionalism.
- Ability to work in a fast-paced, global environment.