

Technical Training Specialist

Sompo International Holdings Ltd. (Sompo International) is a specialty provider of property and casualty insurance and reinsurance. 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 Continental Europe, the United States, the United Kingdom 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.

Job description

We are actively looking for a Technical Training Specialist with extensive transformation experience within the Continental Europe Insurance Market, to join our team on a permanent basis. The selected individual will be responsible for the delivery of operational trainings, ranging from Operations & Claims processes, Underwriting guidelines and IT systems (e.g. Guidewire). Hence the following responsibilities are included:

Training Development...

- Create and maintain a compelling & memorable learning experience across all operational insurance functions considering both, a best-in-class customer & employee journey
- Work together with business representatives, HR L&D experts and external vendors to create a training journey that fits to the overarching strategy whilst fully reflecting the needs of the business
- Create outstanding multi-language web-based-trainings for a team spread over Continental Europe allowing for a training experience based on employer's choice, independent from time, location and knowledge level
- Integrate learning modules into day-to-day business processes to create a seamless learning experience, whilst continuously improving efficiency and effectiveness

Training Management...

- Oversee the development of learning methodologies used for operational trainings in close collaboration with HR L&D experts
- Develop & manage holistic training plans based on business needs and priorities
- Manage the development & delivery of required trainings to ensure availability of content in time, budget & quality
- Ensure availability of adequate training resources for classroom, face-to-face and digital trainings to ensure consistent training delivery across Continental Europe
- Conduct regular quality and integrity checks of our training management platform and update trainings in case needed

Training improvement...

- Define KPIs to measure the success of trainings as well as the efficiency and effectiveness of training methods used; align with HR L&D experts on a continuous improvement approach to be used consistently across Continental Europe
- Look for synergies, simplification options and conduct regular lessons learned sessions to continuously improve our approach for Learning & Development
- Regularly conduct training market analyses and pilot new methodologies, tools & concepts to ensure our approach to training remains best-in-class

Desired skills & experience:

- 7-10+ years of experience in training management / development or process management roles within high growth and rapid change environments
- Bachelor's degree and proven competency in HR, Business Analysis or Process Management and Insurance Business required. BA/BS in Economics, Business Administration, HR or related field preferred
- Experience of Training, Process and Business Change approaches and methods
- Experience in Insurance systems, such as Guidewire, Salesforce, Genius and SAP
- Experience in Learning & Development technology to enhance employee experiences (Social Media, blended learning systems, LMS etc.)
- Strong organizational and stakeholder management skills with the ability to manage complex work simultaneously using the advantages of a cross-functional team that involves colleagues across different departments (i.a. HR, Operations, Claims etc.) & countries
- Exceptional administrative skills that reflect ability to deliver trainings consistently and with a high attention to detail involving internal partners and external suppliers
- Proven hands-on leader with a willingness to analyze and build, and unafraid to roll-up their sleeves to drive trainings & learning experiences in partnership with business leaders.

At Sompo International, we recognize that the talent, skills, and commitment of our employees drive our success. This is why we offer competitive, high-quality compensation and benefit programs to eligible employees. We continuously evaluate and update our benefit programs to ensure that our plans remain competitive and meet the needs of our employees and their dependents

Visit our website at www.sompo-intl.com