

Insurance Change Manager

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Company: Employment Specialists

Location: Essex

Category: other-general

This is a great opportunity to enhance the way they do things and you would be integral to identifying those changes, communicating and implementing them. This will utilise your Change Manager, Process Improvement and Operations Manager backgrounds.

You will drive continual improvement following root cause analysis and developing improved processes, protocols, and behaviours to improve outcomes in the future.

This will give you a high degree of autonomy and you will be liaising with senior colleagues and providing guidance or escalation as required.

As well as having previous experience of managing and delivering change within the Insurance Industry, your experience of working with Offshore operations will be important.

As Insurance Change Manager your responsibilities will include:

Deliver continual improvement of the Operational offering Offshore and act as a conduit between offices.

Driving strategic and global relationships with Brokers, Clients and Insurers in order to understand issues, resolve problems and review working practices.

Lead regular dialogue and have frequent personal interaction with Insurer and Client contacts to drive resolution to issues related to payment and collection.

Provide innovative solutions to drive Operational process improvement.

Lead strategic meetings and activities to drive sharing of ideas, knowledge, and solutions, and drive action plans based on the outputs.

Ensure Offshore Governance framework is robust, and that focus is maintained on key metrics.

Monitor KPIs for trends and take corrective actions to ensure operation within agreed timelines.

To be successful as Insurance Change Manager you will demonstrate:

Strong knowledge of Insurance principles, laws and regulatory requirements and general business trends.

Able to work effectively with a wide range of stakeholders at all levels and communicate detailed and complex information in a clear and concise manner.

Track record of Process Improvements and successful Change management initiatives - including Offshoring.

Positive attitude, strong problem-solving skills, willingness to ideas and execute solutions to enhance processes within a changing environment.

Data management and analytical skills.

Demonstrable record of accomplishment of successful financial remediation or issue resolution, including commercial or similar negotiation.

You will be rewarded with:

A hybrid working model that nurtures a collaborative working environment and allowing 3 days per week to be spent working on a remote basis.

Competitive Benefits Package including: excellent pension contributions and annual leave, private medical cover, life assurance, income protection, employee assistance program, plus a range of flexible.

Generous Family Leave.

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