



Head of Operations for International Loss Adjusting company

We work on behalf of (Re)Insurers, investigating and adjusting losses in specialty lines of insurance business. We currently have 40 loss adjusters and 8 non-billable staff working in 12 offices in nine countries around the world. We are looking for an experienced Head of Operations Team to supervise the day to day running of the business. The ideal candidate will have experience of working in the specialty insurance industry and more specifically for either a Loss Adjusting / Forensic Accountancy / Law firm

The Head of Operations will be involved with many aspects of the running of the business, including;

- Adjuster performance management (inc. ensuring fee estimates are issued, time and expense recording is up to date and accurate, correspondence & document saving is done on a regular basis, invoicing frequency is in line with company KPIs, compliance with Insurer Service Level Agreements / Lillehammer Terms of Engagement.)
- Human Resources (inc. drafting of employment contracts, supporting the setting of employee objectives and carrying out of appraisals, involvements in disciplinary & grievance procedures, monitoring holidays, involvement in pay & bonus reviews)
- Managing individual country office trade licences, office leases, etc.
- Procuring Company Insurances and reporting any claims to the relevant Insurance company.
- Writing procedures / Best Practice guidelines for the Operations team.
- Completing (Re)Insurer Service Level Agreement tender documentation.
- Be responsible for compliance with GDPR including Contacts Database.
- Having strong relationships with Loss Adjusting colleagues, (Re)Insurers, Brokers and Risk to ensure execution of requests made of the above-mentioned stakeholders.

- Arranging the events for inclusion in the company marketing calendar, arranging sponsorship of specialty insurance conferences, purchase of corporate gifts, etc.
- Marketing Elements (e.g. website maintenance, brochures, internal announcements, market announcements, business cards etc., standardising elements such as CV's)
- Managing / contributing to the delivery of internal projects.

Skills Required for this Role

- Minimum 5yrs experience of the specialty (Re)Insurance Industry.
- Minimum 10yrs working in Operations / Shared Services Teams.
- Minimum 5yrs experience of managing people.
- CPD qualification.
- Excellent communications skills in person, in writing and over video conference.
- Ability to nurture and develop relationships with our clients and colleagues in the Industry
- Experience working with Excel and File Sharing platforms such as Dropbox
- Experience of working with colleagues in different jurisdictions.
- Attention to detail and ability to work independently.

The Head of Operations will report into the Chief Executive Officer and will have members of the Operations team reporting into them.

The salary for the role will be commensurate with the level of expertise of the successful candidate. There will be a competitive bonus scheme in place. Pension contribution will be 10% of base salary.