



Job Description: Claims Manager – Sydney

JOB TITLE: CLAIMS MANAGER

LOCATION: SYDNEY, AUSTRALIA

REPORTS TO: HEAD OF CLAIMS (CLAIMS PERSPECTIVE) & GM AND HEAD OF BRANCH MANAGER (OPERATIONAL)

Our Australian Branch (henceforth HSAB), based in Sydney, opened in 2008 and is fully authorised and regulated by the Australian Prudential Regulation Authority (APRA). We enjoy a company Credit Rating of A+ (S&P). Our team has many years of experience and expertise and includes specialist underwriters based both locally and in various international offices. We continuously look for opportunities to grow our footprint in the specialty insurance segment in Australia.

HDI Global Specialty's business offering in Australia is divided into two areas: Delegated Authority and Open Market Single Risks:

Delegated Authority (DA) Business

We seek to support Underwriting (UW) Agencies and Brokers that have a niche insurance offering, who value long-term partnerships, and who ideally have their own infrastructure to service their business needs. We provide clearly defined underwriting authority for each UW Agency to reduce unnecessary inefficiencies in the value chain. We have a flexible approach allowing us to consider innovative ideas, lines of business, distribution channels and markets. We provide secure and highly rated insurance paper for our partners and their clients

Open Market Single Risk (SR) Business

We focus on General Aviation, Financial Lines business, namely Directors & Officers and Miscellaneous Professional Indemnity, as well as Crisis Management products, in particular Product Contamination and Recall. Our team of local and empowered underwriting experts provide a commercial and flexible underwriting approach

The essential features of the role:

- Support the Head of Claims with all SR & DA related matters.
- Adhere to the HSAB & HGS Claims Guidelines.
- Handling DA & SR claims from FNOL to final settlement, to include any recoveries and within Personal Pecuniary Claims Authority.
- Ensure DA & SR Claims data reliability within HSAB systems and databases.
- Assist in development projects, the management of assigned programmes and perform on-going Due Diligence, Audit, Peer Reviews, File Reviews and Quality Control processes internally and externally, as required from time to time.
- Provide input into the enhancement of TPA and Agency claims guidelines.
- Work with underwriters in the drafting of PDS changes and endorsements.
- Specific to DA Claims – handle claims referrals emanating either direct from an Agency's own claims team or from TPAs working within Agents' authorities.
- Specific to Single Risk Claims - handle claims arising in all classes of business within the job holders own level of authority
- Assist in specialist Quality Control initiatives affecting claims handling.
- Support the Head of Claims with the IDR and Complaints function including complaints with AFCA.
- Individual settlement authority to be provided.
- For all areas of responsibility, the jobholder will be required to provide support to the Head of Claims, Head of Branch and other colleagues for *ad hoc* requests, or more long-term projects in carrying out HSAB's strategy.
- Review large loss referrals from TPAs and MGAs. Approve course of action up to own authority level and refer to Head of Claims for instances above individual authority.
- Review individual claim status updates, changes to reserves, litigated files, arrange cash calls, authorize and agree file closure/opening/re-opening, authorize expert/vendor instructions.
- Participate in ad hoc calls with the TPAs/MGAs to discuss large/complex losses.
- Review and process monthly trust reconciliations for Delegated Authority Business.
- Follow up on Large Losses that have not been updated for 60 to 90 days.
- Review all claims bordereaux monthly.
- Assist the Head of Claims to produce Large Loss Reports and circulate to local Branch Management and HGS Head of Claims outlining Large Losses, movements, new claims, closures, re-opening and providing a general overview
- Prepare cash calls to Reinsurers.
- The right candidate would be required to shoulder the following key responsibilities and accountabilities, and any others as set by the Head of Claims from time to time as necessitated by evolving HSAB business needs:

Core Responsibilities

- Perform duties in accordance with laid down and published statutory and regulatory requirements to ensure compliance with appropriate processes and procedures.
- Perform duties with integrity, due skill, care and diligence and in accordance with proper standards of market conduct to ensure appropriate business standards.
- Maintain due regard to the risks the role may pose to the business and manage such risks accordingly to ensure the Company achieves laid down standards of business operation.
- Report all non-compliance with HGS policies and guidelines in accordance with the Company incident reporting process
- Ensure that all material gaps or non-operation of risk mitigating controls in the Company control framework are appropriately and immediately reported to your line manager
- Ensure that any new risks (“Emerging Risks”) are reported to your line manager and to participate actively in the identification, assessment, and treatment of such risks.
- Give due regard to the interests of the Company’s customers to ensure fair treatment in line with laid down requirements.
- Communicate all information in a clear, fair, overt manner to ensure the suitability of any advice offered and avoid any misunderstanding.
- Advise the Company of any potential or actual Conflicts of Interest (professional and personal) and manage any conflicts in a fair and appropriate manner to reduce any risk of misunderstanding.
- Conduct business at all times in line with the guidelines and requirements of BaFin in Germany or any such other applicable local regulatory body and immediately notify the HSAB Branch Manager of any matter that may contravene any regulatory standards.

Key features of the role:

- The role is based in Sydney but the jobholder must be willing to travel within Australia and overseas, as necessary, to fulfil the job requirements.
- A key aspect for the jobholder will be a flexible approach to their work and liaison with other staff at HSAB as well as HSSE Home Office and third-party contacts.
- The jobholder must have the ability to learn quickly to acquire a firm grasp of the nature of HSAB’s business in order assist with issues as they arise.
- The jobholder's work is subject to the requirement to work in accordance with current best practice, professional insurance, standards and consistently meet deadlines imposed. Within this framework, the jobholder is responsible for the delivery of requirements maintaining a quality service at all times.

Job requirements:

- 10 years’ experience of DA and/or SR claims handling within an insurance company
- Ability to understand and interpret insurance contracts
- Good skills on Excel and Outlook
- A working knowledge or understanding of AFCA
- Understanding of DA & SR claims handling, not solely limited to a single line of business
- Ability to generate and understand basic MI
- Understanding the functioning of DA agreements in general with particular reference to claims
- Experience of management and control of TPA’s, most notably: carrying out Audits, providing feedback and reports post-Audit to internal and external stakeholders, managing results and improving any inadequate performance
- Experience of management and control of direct vendors: lawyers, loss adjusters, forensic accountants, forensic investigators, loss mitigation specialists and the like
- Experience and management of claims settlements and claims reconciliation processes for DA business

Personal and presentational qualities:

- Should be able to express ideas fluently, both verbally and in writing
- Has strong and persuasive communication skills at all levels within the organisation
- Has the ability to prioritise and organise his or her work flow in order to meet achievable deadlines
- Be able to act decisively within the formal guidelines and culture of the claims department
- Be flexible and pragmatic
- Be structured and organised

Apply:

Interested candidates should apply directly to Kosta Biris, Head of Claims – Sydney by 22nd January 2021.

kosta.biris@hdi-specialty.com