

Job Description

Company:	HDI Global Specialty SE – UK Branch (HSUB)
Division:	Finance and Operations
Department:	Technical Operations
Job Title:	Underwriting Operations Manager
Date:	March 2021

I. Position

Grade:	3
Reporting to:	<i>Head of Technical Operations</i>
Budgetary control:	0
SMCR Function	<input type="checkbox"/> Senior Manager Function <input type="checkbox"/> Certification Function <input checked="" type="checkbox"/> Standard
No. of direct reports	7 direct reports

II. Job Purpose

- Responsibility for the delivery of an Underwriting Service to our two main shareholders HDI and Hannover re.
- Responsibility for the delivery of an efficient Active Policy Management Team (APM)
- Manage a diverse team of three Underwriting Assistants, one Senior Technical resource and three Active Policy Assistants, and ensure that the performance of the teams remain at an excellent standard.
- Manage the Technical Reporting Function in regards to Internal and External reporting requirements of the UK Branch
- Provide support to the Technical Operations team in the context of this role
- Perform the role in accordance with HSUB Underwriting Guidelines, and our General Operations guidelines

III. Job Responsibilities

Underwriting Services Team

- Manage the day-to-day activities of the respective team members with regards to Training, Development, Objective setting etc.

 - Maintain and build on the relationship and communication with our Fronting partners in Germany in respect of the underwriting Services provided, and deliver a first class service

 - Maintain and build on the relationship and communication with our Internal Stakeholders, to include Underwriting, Claims and Technical Accounting and the wider operations team

 - Adhere to our Specific Fronting Agreements, General Underwriting Guidelines and Service Level Agreements

 - Maintain and update relevant Underwriting Authorities and Guidelines below;
 - GUG General Underwriting Guideline contains the rules, tasks and authorities that governs all of HGS underwriting decisions and activities
 - SUG Special Underwriting Guideline is part of our underwriting framework and complements the GuGs. All Branches should have a SUG for every class of business it is mandated to underwrite which details local underwriting requirements, limits, exclusions etc. This applies to Fronted business as well
 - PUA Personal Underwriting Authority – provides each underwriter the parameters within which he /she operates as an underwriter providing both individual and general rules and limits per class of business
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Active Policy Management Team

- Manage the day-to-day activities of the respective team members with regards to Training, Development, Objective setting etc.

 - Manage the teams Workflow processes, and ensure backlog is monitored and managed appropriately

 - Manage the delivery of relevant statistics and metrics to the Underwriters for remedy and training requirements

 - Monitor the Single Risk EPI delivery via the APM team to ensure the UK Branch premium is accurate and reported
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Process Improvement

- Identify and enhance the quality and value of processes for your area of work
 - Work closely with other teams to embed these process improvements into Business as usual
 - Contribute technical support for the new Underwriting System (CIS), and participate in other such projects
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Project Management

- End to end project management for functional projects and contribute to any Branch wide projects
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Risk and Controls

- Design, implement and maintain process controls to ensure the quality of the output for your area/team within the function. Ensure documentation of the processes and output is accurate, up-to-date and accessible
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Reporting

- Design, deliver, develop and analyse reports, identify and recommend solutions to reporting issues in line with group/branch requirements
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Relationship Management

- Maintain and build effective relationships between Underwriting Services and the Underwriters in HSUB and Germany
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III. Job Responsibilities

Leadership

- Identify skills gaps and technical training requirements for the team
 - Provide the people within your team the opportunities, training and experience to expand their knowledge and improve their skills
 - Ensure the performance of the team remains at an excellent standard ensuring that:
 - Feedback is given regularly - not just at reviews, performance objectives are set appropriately, performance review forms are submitted to the required standard, underperformance is actively managed

IV. Job Competencies, Skills and Experience

Core:

E.g. effective communications, client focus, collaboration, initiative, working relationships.

Communicating and Influencing

Positively impacts the actions and decisions of stakeholders ensuring that they are involved throughout. Negotiates confidently without damaging relationships whilst building support and buy-in for ideas. Adapts communication style depending on audience.

Problem Solving

Uncovers information to identify causal links. Uses a variety of tools/techniques to break down complex issues and spots trends, patterns and interdependencies between issues. Asses risks and is pragmatic when developing solutions.

Delivery and Accountability

Is accountable for own (and team) delivery to support the overall Branch priorities and objectives. Prioritises deliverables and identifies roadblocks that might affect delivery. Creates a safe environment whereby people feel safe flagging mistakes.

Innovation and Continuous Improvement

Creates and tests out new idea and improvements, which have a major impact on the business operations or service offering. Identifies new ways of working and encourages ideas from own team / department and creates processes and inducements for team members to generate and test out ideas.

Developing Capability

Actively develops our talent and builds team capability, acting as a role model, mentor and coach across the business.

Customer Focus

Develops a deep understanding of the true nature and complexities of the customer business and uses the understanding to implement ideas and technical expertise. Takes action to ensure that customer feedback is acted on and operational and technical challenges are over come so that customer service excellence is not affected.

Team worker

A key player in building and maintaining a positive team culture and cross-functional relationships. Engages partners and encourages others to build relationships and brings together diverse stakeholders to deliver objectives.

Effective Leadership

Communicates Branch strategy, visions & values and translates this into priorities to achieve departmental objectives. Is self-aware and role models and demonstrates desired behaviours so that others follow suit. Empowers others to perform by providing an appropriate balance of challenge and support.

Specialist: Systems, problem solving, negotiation, influencing, sales	<ul style="list-style-type: none"> • Possess very good analytical skills to be able to interrogate data • Sound knowledge of Underwriting Guidelines • London Market knowledge, across multiple line of business
Experience required:	<ul style="list-style-type: none"> • People Management skills a must • Significant UK or London Market underwriting experience (5 years +) • Ability to interpret financial information
Other personal attributes required:	<ul style="list-style-type: none"> • Ability to communicate at all levels

V. Qualifications

Education: Academic.	<ul style="list-style-type: none"> • Degree level
Professional: Industry-specific	<ul style="list-style-type: none"> • CII qualification • Extensive Underwriting skills • At least 5 years UK or London Market underwriting experience

VI. Senior Manager and Certification Regime

Conduct Rules	<ol style="list-style-type: none"> 1. You must act with integrity. 2. You must act with due care, skill and diligence. 3. You must be open and cooperative with the FCA, the PRA and other regulators. 4. You must pay due regard to the interests of customers and treat them fairly. 5. You must observe proper standards of market conduct.
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