

## Job Description

<b>JOB TITLE:</b>	Underwriting Assistant Team Leader
<b>DEPARTMENT:</b>	BGSU – General Liability and Excess Casualty
<b>REPORTS TO:</b>	SVP - General Liability and Excess Casualty

### Purpose of the Job:

The job holder will have responsibility for all aspects of underwriting support services for specific teams within General Liability and Excess Casualty. This will encompass team leader responsibilities for multiple Underwriting Assistants (UAs), oversight of the relationship between Underwriters and the service provider in respect of all relevant technical processing activity and direct assistance of underwriting teams where required. Position will also be responsible for optimizing use of third party processing overseas.

### Principal Accountabilities:

#### UA Team Leadership

- Monitor the performance of a team of Underwriting Assistants and develop a series of performance metrics to track performance
- Assist with the professional development of the team
- Assist with the recruitment and selection of the team
- Set objectives for the team and manage their progression towards these.
- Conduct employee performance reviews for Underwriting Assistants within the team
- Liaise with underwriting teams to assess the demand for underwriter assistants and manage the capacity of the team to meet this demand.
- Help to establish a consistent process for Underwriting Assistants and help embed this process across Underwriting Teams.
- Manage and respond to escalations from the team regarding the use of systems of underwriting process.

#### Operations

- Maintain and monitor the flow of work between underwriting teams and the service provider to ensure items and issues are addressed in a timely and accurate manner.
- Ensure that we have appropriate performance metrics in place for the service provider and that these are accurately reported and adhered to.
- Ensure policy issuance is accurate and being done within best practice timelines.
- Identify issues and implement appropriate remedial action including training of new and existing staff.
- Identify and implement opportunities for streamlining underwriting activity, including increased use of the service provider.
- Ensure Standard Operating Procedures and User Guides accurately reflect current procedures.
- Help to facilitate and monitor new activities that are transitioned to the service provider.
- Assist with the investigation and resolution of any data quality issues that are raised.
- Assist with the testing and roll out of new IT initiatives.
- Oversight and management of exception reporting in relation to underwriting data and Lloyds returns
- Preparation and distribution of Reporting Packs to underwriters and senior management.
- Approval of Billing and Service Level agreement data from the service provider
- Oversight and Approval of relevant Financial Controls assigned to the team

## **Underwriting Assistance**

- Client Audits – helping to chase brokers for premiums and renewals.
- Key Relationships – General liaison with clients and other Divisions of the organisation.
- Capacity - Establish and maintain knowledge of internal controls and all procedures relating to underwriting.
- Evaluation and Control - Processing and checking of data entry onto relevant systems.
- Query Management - To monitor and control queries, seeking advice where required.
- Peer review - To attend peer review meetings where appropriate and participate in discussions on risks written within the division.
- Systems Expertise – to be a central point of expertise regarding the core underwriting system and how the data capture flows through to reporting.
- To assist the team in the preparation of statistics, analyses of business trends and new business proposals, for use within team and for reporting purposes to senior management
- Regulatory Issues - To be aware of the regulatory impact and ensure underwriting activity is always within the guidelines.
- To maintain all underwriting records and ensure quality of entries into Eclipse and other systems as appropriate.

## **Education, Qualifications, Knowledge, Skills and Experience**

- Educated to degree level or equivalent, having obtained a good overall grade in a relevant subject
- Demonstrable team leader experience and skills
- Sound knowledge of general, commercial insurance practices
- Commercial awareness, with a knowledge of the insurance market and external changes which would impact on our business
- Basic knowledge of regulatory and legal compliance issues
- Excellent numeric, analytical and written skills
- Excellent communication skills, both written and oral
- Effective prioritisation and organisational skills
- Good IT skills, including Microsoft Word, Excel and Outlook