

## Job Description

<b>JOB TITLE:</b>	Underwriting Data Excellence Manager
<b>DEPARTMENT:</b>	BGS Operations
<b>JOB HOLDER:</b>	
<b>REPORTS TO:</b>	Head of Underwriting Operations

### Purpose of the Job:

The job holder will have accountability for all aspects of data entry within the Underwriting Operations service model and will provide management oversight of the outsourced Technical Processing Unit. This will encompass ownership of data entry procedures and protocols across all aspects of Brit Insurance alongside investigation, resolution and remediation of data entry issues.

### Principal Accountabilities:

#### Outsource Management

- Maintain and monitor the flow of work between all BGS underwriting teams and the service provider to ensure items and issues are addressed in a timely and accurate manner.
- Responsibility for approving performance metrics, SLAs and Billing data from the service provider and ensure that these are accurately reported and adhered to.
- Drive key operational objectives to enhance efficiency and ensure a proactive service to Underwriting with key business targets met.
- Plan, evaluate and improve underwriting activities and processes, including increased use of the service provider.
- Responsibility for producing and maintaining accurate forecasting and liaising on resourcing requirements with the service provider.
- Facilitate and monitor new activities that are transitioned to the service provider.
- Deliver consistent operational and underwriting processes for the Technical Processing Unit and ensure these are embedded across Underwriting Teams.
- Engagement and Liaison with Group Underwriting Services team and Ki syndicate to ensure alignment on BAU initiatives.
- Sign-off and distribution of Technical Processing Unit performance reporting to BGS Underwriters.
- Oversight (preparation and review) of related MI / inputs for BGS Senior Management (EC, UWC, etc) with sign-off by BGS Operations Leadership (Head of Underwriting Operations, Head of BGS Operations and / or Director of Operations).

#### Data Entry Management

- Ownership and Oversight of data quality issues that are raised relating to underwriting data entry and ensure they are resolved.
- Manage and respond to escalations from the team regarding the use of systems of data entry process.
- Management and Oversight of exception reporting in relation to underwriting data and Lloyd's returns.

- Oversight and Maintenance of data lists uses in the Underwriting data entry Process
- Subject matter expert responsibility for our policy administration system (Eclipse)
- Liaising with internal stakeholders within the Technology & Data Teams to ensure data entry standards adhere to broader data strategy
- Champion of consistent data entry standards across Underwriting teams and ensuring these are embedded in the data entry practices

## **Change Management**

- Lead the direction of IT change projects and take ownership of all relevant data entry elements, where appropriate and where agreed with Line Manager.
- Undertake detailed analysis of challenges and new initiatives related to data entry in order to build recommendations for improvements.
- Attend IT and Underwriting project meetings to ensure that underwriting data entry requirements are always considered.
- Own the design and implementation of lean improvements across BGS to drive operational efficiency in UW data entry processes.
- Keep the service provider up to date with any changes including production of Requests for Service or Change Requests where appropriate.
- Ensure that any changes to Underwriting data entry processes are documented and communicated to relevant stakeholders.
- Take ownership for any new data entry processes that are delivered and ensure that they are successfully transitioned in to BAU.

## **Decision-Making Responsibilities:**

- Approve and implement guidance for risk processing on to the core underwriting system in line with Brit's documented policies and procedures and/or risk appetite.
- Closure or escalation of audit recommendations or other issues.
- Oversight and approval of relevant Financial Controls assigned to the team.
- Communicating appropriately with Lloyd's on market modernisation initiatives.
- Escalation of operational issues and coordination of planned changes to Senior Management, as appropriate.
- Representation of Brit at Lloyd's and other market decision-making forums, where appropriate and where agreed with Manager.

## **Regulatory Conduct Rules:**

- Act with integrity.
- Act with due skill, care and diligence.
- Be open and co-operative with Lloyd's, the FCA, the PRA, and other regulators.
- Pay due regard to the interests of customers and treat them fairly.
- Observe proper standards of market conduct.

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

- Educated up to at least A-Level or equivalent.
- Degree qualification preferred.
- Excellent knowledge of Lloyds of London and the wider insurance market
- Excellent understanding of operational systems and processes.
- Experience working with outsourced data entry teams.
- Experience of working on change initiatives and projects.
- Good knowledge of regulatory, legal and compliance issues.
- Excellent numeric, analytical and written skills.
- Excellent communication skills with the ability to assertively challenge whilst maintaining positive working relationships.
- Good attention to detail coupled with the ability to see the big picture and drive strategic change initiatives.
- Excellent organisational, time management and delegation skills with the ability to prioritise sensibly and meet deadlines.
- Strong computer and analytical skills, including Microsoft Word, Excel and PowerPoint.

As a term of your employment you may be required to undertake such other duties as may reasonably be required of you in the post and department mentioned above.

Signed by the candidate.....

Name ..... Dated .....