

Job Description

JOB TITLE:	Operational Delivery Analyst
DEPARTMENT:	BGS Operations
JOB HOLDER:	
REPORTS TO:	Head of Underwriting Operations

Purpose of the Job:

To provide professional and comprehensive reporting analytics service and to help maintain and improve a streamlined service delivery for the Underwriting Operations team.

Principal Accountabilities:

Reporting and Analytics:

- Provide a single point of co-ordination for all Underwriting Operations and wider BGS Operations reporting.
- Develop fit for purpose data sets and analysis tools to enable data driven decision making within Underwriting Operations and to support wider change initiatives.
- Develop reporting to enable the Underwriting Operations team to track against key performance indicators.
- Lead design and support delivery of new analytics and reporting solutions.

Service Delivery:

- Monitor the flow of work between BGS Underwriting teams and the BPO service provider to ensure items and issues are addressed in a timely and accurate manner.
- Proactively maintain and monitor the end-to-end record management for all service company agreements in our core underwriting system.
- Investigate and resolve data quality issues that are impacting BGS Underwriting
- Maintenance and oversight of core reference data in our core underwriting system ensuring this is up to date.
- Manage the process of the annual Employer Liability Tracing Office Audit and help to ensure that our data is compliant.
- Ensure the key services relating to Lloyd's Europe and LIMOSS are maintained with queries and exceptions monitored
- Responsibility for the completion of Underwriting Operations financial controls.
- Develop and maintain key relationships within BGS Underwriting and other key stakeholder groups.

Business Process Analysis:

- Drive efficiency gains and ensure a proactive value-add service to BGS Underwriting.
- Be the subject matter expert of the core business systems and processes that support BGS Underwriting to respond to Underwriter demand.
- Seek out and identify opportunities to enhance or streamline existing and new operational processes that impact the team.
- Apply Lean and other process improvement methodologies to ensure that operational processes have wasteful elements removed.
- Help to support the lifecycle of change initiatives included business case preparation, requirements gathering, process specifications, testing, implementation, and benefits realisation.

Regulatory Conduct Rules:

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

Education, Qualifications, Knowledge, Skills and Experience

- Educated to degree level or equivalent, having obtained a good overall grade in a relevant subject.
- Good overall educational passes.
- Excellent numeric, analytical and written skills.
- Excellent communication skills, both written and oral with fluency in English.
- Effective prioritisation and organisational skills.
- Excellent IT skills, including Microsoft Office 365 and particularly Microsoft Excel.
- Understanding of Data Warehousing and Eclipse policy administration systems.
- Develop business intelligence concepts and demonstrable interest in a variety of analytics/reporting solutions (including Power BI, Tableau and QlikView).
- Experience of working within a commercial environment, ideally within Insurance.
- Basic knowledge of general, commercial insurance practices.
- Basic 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.
- Progression towards the ACII professional qualification (desirable).

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