

Job Description

Job Title:	Assistant Claims Manager
Job Grade:	7
Office:	Aon Insurance Managers (Guernsey) Limited
Reports to:	Senior Insurance Manager

Overall Purpose

A role in the service team for Guernsey's first A.M. Best rated commercial catastrophe reinsurer, Kelvin Re. This area of the business has seen very significant growth for both Aon and Guernsey and we would like to take on an assistant claims manager to join the team and help continue this expansion.

The successful candidate will be responsible for the day to day administering of new and existing claims and would ideally need to be able to demonstrate a track record of working within an insurance claims environment although insurance / reinsurance industry experience in all areas will be recognised. They will be part of an innovative, driven team with a diverse set of responsibilities which will include, but not be limited to, reviewing reinsurance claims and contracts, capturing detailed and accurate claims data, preparing claims payment forms and liaising with brokers and underwriters.

The role will also require accurate claims reporting to enable the production of month end accounts and other management information. Production of accurate and timely claims committee papers and contributing towards other regular and ad hoc management information will also be part of the job role.

Principal Responsibilities

1. Assist in the day to day management of all of Kelvin Re's claims matters including but not limited to:
 - Monitoring a team email inbox for new loss notifications
 - Notifying new claims to all relevant parties including reserving actuaries and underwriters
 - Reviewing detailed clauses within reinsurance contracts and, where necessary, liaising further with brokers and underwriters to fully understand the contract language
 - Recording detailed claims information in a policy administration system
 - Prepare authorisation forms and seek approval for valid claims in accordance with the company's procedures
 - Ongoing monitoring of global catastrophes and major risk losses that might affect the company
2. Working closely with the senior insurance manager and assisting them as and when necessary with claims related matters, the aim of which is to always deliver an exceptional standard of client service. This will include drafting and preparing claims information for board and committee papers.
3. Ensure that all Aon and client deadlines are met, and procedures and practices in respect of claims administration are followed at all times.
4. Assist with claims matters in respect of a retrocession programme and supporting recoveries as appropriate.
5. Assisting the senior insurance manager with producing useful management information and developing new procedures for claims processing in order to drive forward continuous improvement.

6. Ongoing liaison with reserving actuaries to ensure sufficiency of reserves.
7. Assist with annual and internal audits as required.

Qualifications

None required although progress towards an Insurance Qualification would be preferable.

Experience

Experience within the insurance / reinsurance environment would be preferable.

Knowledge and Skills

1. High degree of confidentiality
2. Excellent all-round communicator at all levels
3. A team player with a positive working attitude, enthusiasm and adaptability to change
4. Attention to detail
5. Ability to manage a to-do list and prioritise tasks effectively
6. Good general knowledge of industry products, regulations and developments
7. Good Microsoft Excel skills would be of benefit.