

## Job Description

<b>Name:</b>	<b>Candidate</b>
<b>Job Title:</b>	Client Service Director – Head of Captive & ILS Insurance Underwriting & Claims
<b>Aon Role Grade:</b>	4
<b>Office:</b>	Guernsey
<b>Reports to:</b>	Paul Sykes

### Overall Purpose

To plan, lead and manage Aon Guernsey's Insurance Centre of Excellence, in line with the strategic goals of ACIM and the Aon Guernsey Board of Directors. The Director must meet challenging service delivery standards, innovating and developing products and talent to encourage growth and maintain stability in the business.

Act as principal insurance contact for certain clients within the designated team structure and across the captive and ILS portfolio and provide a reference point for team members acting as principal insurance leads for other clients.

### Principal Accountabilities

1. As part of the Senior Management team you will:
  - Apply strategic and operational planning
  - Develop and implement long and short-term Company objectives in line with overall Aon Group objectives
  - Act as an executive resource for the Company and to Aon's clients
  - Ensure that the Company optimises its operational efficiency
  - Demonstrate leadership in the promotion of insurance vehicles
  - Actively seek out revenue growth opportunities through existing and new business
  - Ensure that the Company attracts, develops and retains the necessary resources and skills to achieve business objectives
  - Ensure best practice and innovation is fully disseminated and shared across all client servicing teams
  - Ensure corporate good standing of the Company always
  - Support and enact Board decisions and strategies
  - Ensure that any insurance reports meet pre-defined competencies.
2. As part of your client and insurance leadership responsibilities:
  - Assume responsibility for client service excellence
  - Ensure that all client regulatory and legal issues are complied with
  - Lead, direct, develop and motivate insurance staff toward the accomplishment of business and departmental goals and objectives and the accomplishment of personal objectives. This will include Best Practice, Research, Innovation and Training and Development

- Ensure that all client needs are catered for by insurance staff working under “dotted line” control of Executive Directors and Operational Executives on non-insurance tasks. Support an overall client “team” ethic
- Work with Operational Executives on a quarterly basis to ensure the right level of insurance resource is assigned to each client
- Involvement in the technical insurance aspects of any projects and initiatives
- Produce and deliver an effective succession plan.

*N.B. The above is not an exclusive list of duties, but a broad overview. Furthermore, the duties may change to reflect changes in organisational structures within the Company over time.*

## **Qualifications**

The ideal candidate will have a relevant professional qualification in insurance (minimum ACII).

## **Experience**

Must possess a minimum of ten years' post qualified insurance experience.

## **Knowledge and Skills**

1. Provide positive leadership and steering of the team daily. Able to achieve client service to a high standard.
2. Possess effective time management skills and the ability to plan team deliverables and to work to deadlines.
3. Possess good interpersonal, oral and written communication skills, including the production of logical reasoned reports to a varied range of recipients.
4. Possess the ability to influence and persuade effectively.
5. Have a good technical knowledge of the insurance and captive industry as well as a sound knowledge of accounting, taxation and legal issues relating to the insurance industry.
6. Have an eye for detail and able to review wordings, contracts etc. to a semi-legal standard.
7. Be a team player, working effectively with the Senior Management Team and be able to manage a team of professionals.
8. Translate operational / business strategy into working operational plans.
9. Be enthusiastic, self-motivated and display initiative.
10. Be focused on client service needs to achieve 'client service excellence' within the constraints of fee budgets.
11. Demonstrate a high caliber work ethic and embed a best practice approach to their team.
12. A natural thirst for development of yourself and team members.