|  |  |
| --- | --- |
| Role | Operational Claims Manager |
| Manager | Head of Claims |
| Team | Claims |
| Location | London, Haywards Heath or Birmingham (+ hybrid homeworking) |
|  |  |

#### The Opportunity

As a Claims Manager, you are a passionate people person, with the skills, dedication and attitude to succeed in a dynamic ambitious company, providing a world class claims service. Utilising your given experience, you will ensure your teams meet and redefine operational targets by identifying opportunities to drive operational efficiencies to the benefit of customer, our claims spend and colleagues alike. Bringing to life our core values you will lead our claim teams, collaborate across the business to support ongoing innovation and help challenge traditional ways of working within the insurance industry.

Note: This role is categorised as an Insurance Distribution role by the FCA and works under the FCA’s SM&CR and Conduct Rules.

#### Your Focus

1. Leading and supporting our claim teams to help us to deliver our vision of a World Class Claims service.
2. Work with the Claims Management to determine overall resourcing requirements, both in-house and outsourced, and ensure efficient and cost-effective planning and scheduling.
3. Use MI and qualitative observations to monitor and continually work to improve performance, take proactive corrective action and exploit opportunities for improvement.
4. Manage Team Leaders to ensure adequate support and supervision is always available to the team.
5. Delegate effectively to enable development and decision-making to be taken at the most appropriate level.
6. Oversee setting of performance and personal development goals and objectives to provide focus and opportunity for all team members and enable cross-skilling between team members.
7. Manage implementation and monitoring of the claims training and competence scheme to ensure compliance with regulatory standards and general good management practice.
8. Maintain good team communications through daily, weekly updates and team meetings to ensure all team members are aware of team and product performance.
9. Oversee and monitor impact of onboarding and training plans to ensure quick integration into the business and achieve good learning and performance outcomes.
10. Liaise effectively and collaboratively with colleagues across the company to support specific harmonisation, IT and other projects and help ensure benefits are realised.
11. Manage ongoing operational relationship with our external partners in order to drive performance and complete cost analysis to ensure value for business.
12. Be one of our claim team technical referral point for claims and the wider BBM team, manage technical referrals from the claim team and the wider BBM population.

#### What Leads to Success

Here are a few of the skills we are looking for in this position. Don’t worry if you don’t tick every box as it’s important for us to support you in your role and help you to develop along the way.

- You are customer obsessed with a genuine drive to deliver Incredible service

- As a leader you set a compelling vision for your team based on our claim handling principles and company values

-You will lead your teams and ensure delivery of quality plus world class claim handling at every touch

- Using your strong analytical skills you will use a wide range of data to reach decisions and help build continual Improvement plans for our claim unit

- Your strong stakeholder skills help you build good working relationships both In your team and the wider business

#### What's Important

- You will have a depth of experience of successfully managing and developing multiple claim teams

- Demonstratable track record of Improving team / business performance in a regulated Insurance / Financial Services setting

- Significant In-depth experience in handling general Insurance claims, authorising payments and implementing quality controls. It would be very desirable If this experience was In a pet claims environment

- You have worked In a fast paced, high growth environment where change Is the norm

- CII qualified (minimum FIT level)

#### Our Culture

Our company is fast-paced, respectful, fun-loving and (most importantly) passionate about pets and their well-being. We think big and we can only do that if we have a wonderful array of different people with different lived experiences and backgrounds, bringing their whole self to work every day. Throughout the business, you will meet people who think differently, aim for impact, and love to try new things.

#### Working Environment

Our physical offices are modern, bright and open - with plenty of treats and great facilities. We provide practical support coupled with best-In-breed kit for homeworking. Since the pandemic, we have been working remotely and as such we'll need you to have a reliable internet connection with a minimum download speed of 50 Mbps and at least 10 Mbps upload speed. If you have any questions or concerns about this, please [get in touch with us](mailto:jobs@boughtbymany.com).

#### About Us

Bought By Many is making the world a better place for pet parents. Award-winning innovative technology and exceptional customer service are at the heart of our offer: we now rank 30th on the Tech Track 100 (2020) and we won the Insurance Choice Awards (2020) for both Best Pet Insurance Provider and Innovation of the Year.

We’re proud to be driving unprecedented change in insurance and have doubled our revenues annually for the last 4 years with more ambitious growth still to come.  Our latest Series D funding round was $350m which values us at $2bn. All this was made possible by the hard work from our incredible colleagues around the world; and we’re excited to embark on the next stage in our journey.