



EMPLOYMENT OPPORTUNITIES IN QBE EUROPEAN OPERATIONS

Job title: Claims Business Analysis Manager

Department: Claims Operations

Location: UK - Flexible

Role Purpose (Summary)

To lead and manage the Team responsible for development and provision of Management Information and Analytical centralised support to the Operational Claims Teams.

The role will focus on development of a growing team of Business Analysts and supporting the increasing requirements of Customers, from Internal Claims Teams to Underwriting Divisions as well as Policyholders in the collation and analysing of both operational and underwriting performance information.

General Description

- Ongoing development and implementation of the Claims Management Information Strategy
- Management and Leadership of a Team of Claim Business Analysts
- Ensuring the delivery of meaningful, accurate and timely Management Information
- The formation and maintenance of the central Claims Management Information (MI) reporting suite
- The analysing of the data gathered to establish trends and movements from which to prioritise and direct the central claims team audit
- To study the Claims Underwriting Performance and to report on claims activity by product, hub, individual and claims profiling by product, scheme, group and dealer.
- Trend analysis of information gathered to highlight positive and negative claims activity for investigation by hub managers and risk controllers

Responsibilities

- Lead the definition and creation of claims Key Performance Indicators
- Lead the setting and tracking of quantified performance targets
- Work closely with the Actuarial team to carry out detailed analysis of trends and issues identified.
- Develop analytical tools and techniques to support the improvement of claims performance including claims reserves, payments and development patterns
- Support Claims teams to improve decision-making driving enhanced claims management performance



- Communicate and present Key Performance Indicators and claim trends to Claims and other key stakeholders
- Support the creation and analytical review of Claims business plans and change business cases
- Support the claims teams in the preparation of resourcing plans
- Support claims analysis in response to identified threats/opportunities, analysing and identifying financial outcome of change.

Essential Requirements

- Educated to at least graduate level with professional finance-related qualifications
- Have worked within a complex financial services organisation and will have substantial financial and/or performance analysis experience
- Claims or general insurance experience preferred
- A strong finance, analytical or actuarial background
- Financial analysis accounting or actuarial skills
- Able to work effectively as part of a senior team within a matrix environment
- Highly numerate; financially and commercially aware and business solution-focused
- Proactive; able to work independently
- Team-orientated; able to identify and draw on resources in the context of a complex and dynamic matrix environment
- Able to network effectively, engaging with and influencing multiple stakeholders
- A strong Mathematical and Analytical background
- Knowledge of MI creation techniques and software; creation of reports
- Strong report writing skills - able to produce detailed reports at various levels
- Advanced knowledge of all Microsoft Access and Excel
- VBA Knowledge preferable but not essential
- Highly motivated and focused
- Organisational and planning skills
- Problem solving and strong interpretation skills