



## EMPLOYMENT OPPORTUNITIES IN QBE EUROPEAN OPERATIONS

**Job title:** Technical Support Manager  
**Department:** Multinational  
**Location:** Plantation Place, London

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### Role Purpose (Summary)

To promote technical excellence in the delivery of Multinational Programmes and manage the global support team, through the appropriate use of data/MI, service levels and quality control guidelines.

### General Description

- Develop and maintain strong strategic relationships with QBE's regional business leads, QBE local offices and Network Partners
- Manage the local offices throughout the respective region through the development of an effective engagement plan
- Responsibility for global MI across Multinational
- Responsibility for process controls across the MCC & Network Partners
- Develop & maintain appropriate training programmes to promote best practice
- Manage repository of Reinsurance contracts and MoU documents
- Ensure key agreements are fit for purpose
- Develop, maintain and monitor repository of global license and wording capability
- Development & maintain an audit and review process for all Producing and Servicing offices
- Support management and MCC hubs to establish, develop and realise business plans
- Conduct regular analysis and reporting of activity, recommending remedial action where appropriate
- Actively engage with QBE business managers to ensure product awareness and likely future global products
- Assist the Network Lead in the development of the strategic planning
- Develop the MCC Hubs & Global Support team on technical process and procedures to ensure consistency of practice and standards across Multination programmes
- Assist in the motivation and development of the MCC Hubs network team, (globally), contributing to a high performance culture and adoption of best practice across the network
- Assist in the development of training packages and knowledge transfer



## **Essential Requirements**

- Commercial awareness
- Strong technical knowledge of insurance
- Understanding of key regulatory regimes in each territory
- Understanding of the QBE Group and its various operating divisions
- Developing pricing models
- Experience of continual improvement process methods/programmes
- Leadership skills
- Relationship management skills – ability to build and maintain productive internal and external relationships
- Project management skills
- Influencing skills
- Excellent verbal and written communication skills
- Analytical and report writing skills
- Negotiation skills – ability to generate excellent service and cost savings through negotiation
- Experience of managing teams to tight service levels in complex environments
- Service management and remediation experience
- Experience of implementing continuous improvement action plans
- Proven track record of managing complex relationships across a global group to ensure multinational programmes are properly serviced