

# Job description

<b>Job title</b>	Claims Operations Analyst
<b>Employment type</b>	Full-Time   Permanent
<b>Reporting to</b>	Claims Operations Manager
<b>Working hours</b>	9.30am – 5.30pm - Monday to Friday (Role requires out of hours work)
<b>Location</b>	85 Gracechurch Street, London EC3V 0AA
<b>Salary</b>	£ Competitive
<b>Bonus</b>	Discretionary Bonus Plan

At CFC we pride ourselves on being an employer of choice. We were delighted to be recognised in the *'Sunday Times 100 Best Companies to Work For 2019'* including a placing within the Top 30 for London!

CFC Benefits include 25 days holiday, discretionary bonus scheme, private medical insurance (plus dental and optical cashback benefit), life insurance scheme, income protection scheme, pension plan, season ticket loan, subsidised gym membership, employee wellbeing programme (including on-site massages), 24/7 employee assistance programme and dress down Fridays. CFC social events include the summer party weekend, Halloween and Christmas parties.

## About CFC

CFC is a specialist insurance provider and a pioneer in emerging risk. With a track record of disrupting inefficient insurance markets, CFC uses proprietary technology to deliver high-quality products to market faster than the competition while making it easier for brokers to do business. Our broad range of commercial insurance products are purpose-built for today's risks, and we aim to give our customers everything they need in one, easy-to-understand policy.

Headquartered in London and backed by Lloyd's, CFC serves more than 70,000 businesses in over 80 countries. We're privately held and growing faster than any of our competitors in the market.

Although insurance is a serious business, our culture isn't too corporate and we never take ourselves too seriously. We are 'one-team' and enjoy a culture of openness and encouragement. We invest heavily in the learning and development of our people and enjoy a fast paced working atmosphere that is friendly, supportive, and fun.

## Role definition

CFC's claims team currently consist of around thirty people and is expanding rapidly in line with the overall growth of the business. This expansion has given rise to the need for greater capacity within our Claims Operations Team to continue to allow our claims adjusters to focus on their primary adjusting role within a structured and closely-managed environment.

You'll have experience of claims operations management, preferably in a London Market environment. You'll provide claims management data, reports, monthly bordereau functions and presentations relative to the claims portfolio. You'll also demonstrate an ability to meet strict deadlines and a willingness to enforce best-practice procedures.

The Claims Operations Analyst will also liaise with the CFC software development team to assist with system and process change in order to achieve optimal operational performance.

Reporting to the Claims Operations Manager, this individual will work closely with the wider CFC Claims team and will also assist CFC's Incident Response team, as needed, in monitoring claims trends and incident response initiatives.

## Key responsibilities & Accountabilities

- To provide timely, accurate and relevant information for the CFC claims function;
- To work with CFC's software development team to further develop CFC's claims system;
- To critically assess the claims team's processes and procedures to assist with ongoing initiatives to deliver a high level of performance;
- To work with the claims team to assist with process surrounding meeting and tracking KPI targets;
- To compile standard department reports within agreed timelines;
- To work closely with the claims team to assist with bordereau and loss fund management, triangles and process;
- To provide CFC's underwriting teams with qualitative and quantitative claims reporting;
- To provide presentations to claims and underwriting teams regarding trends within the claims portfolio;
- To drive greater efficiencies in CFC's claims operations, both internally and in the way CFC interacts with external stakeholders such as binding authority brokers and carriers.

## Skills & Ability

- Ability to analyse data and present information in a clear and concise manner;
- An ability to implement and manage processes and procedures;
- Strong IT skills, including advanced Microsoft Excel – knowledge of VBAs, Macros and SQL an advantage, PowerPoint and Word;
- An understanding of the functional requirements of a best-of-breed claims system;
- Passionate about achieving optimal efficiencies in an operation;
- Passionate about delivering an excellent claims service to customers and other stakeholders.

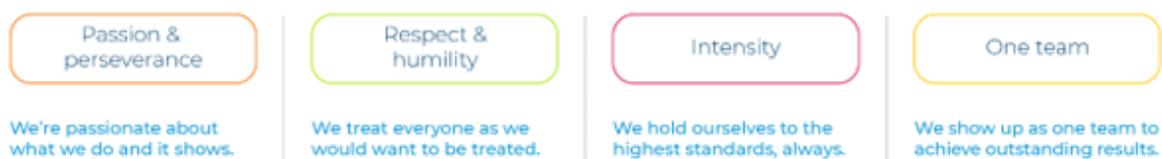
## Knowledge & Experience

- At least two years' experience with the operational side of a claims function in the London Market, either carrier or broker;
- Knowledge of Lloyd's, FCA and PRA compliance procedures;
- Working knowledge of Lloyd's market systems, processes and procedures;
- Knowledge and experience of claims systems;
- Experience of process change management.

## Education & qualifications

- Educated to at least A Level standard;
- Professional qualifications (e.g. CII/ACII) or other relevant professional certifications an advantage.

## Core Values





CFC Underwriting Limited

The information contained within this job description is not intended to be an all-inclusive list of the duties and responsibilities of the role. The role holder may be required to perform other related duties as assigned. CFC Underwriting Limited may at its discretion, assign or reassign duties and responsibilities as appropriate.

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