Job Description – Head of Claims Operations

Department	Claims Operations
Grade / Level	15 / 4
Reporting to	Chief Claims Officer
Direct reports (yes or no)	Yes
WTW Code	FILOOOM315

Job purpose

- Manage performance and lead the Mainstream Claims department taking overall responsibility for key deliverables (OKRs and EKPIs) on an annual basis.
- Lead and deliver an excellent claims customer experience in an omni-channel environment.
- Work closely with ExCo, as well as other senior business leaders, to support the delivery of MIB Strategy including operational automation, modern agile ways of working, processes and technology.

Key accountabilities

- Chief Claims Officer Delegations – Accountabilities 1 (Claims Strategy) 2 (Claims Operations) 3 (Control of indemnity spend inc Recoveries) and 9 (External Stakeholder Management) form core of duties and capability.
- Leading an operational claims team of 130+ people, supporting effective performance and measurable outcomes.
- Represent Claims / Claimants on the Enterprise Leadership Group working cross business ensuring the broader MIB purpose is fulfilled.
- Work in partnership with the Chief Claims Officer and ExCo, delivering the Claims Strategy to transform claims operations at MIB and future proof the organisation ensuring Rebuilding Lives has customer satisfaction at its core.
- Manage risks & issues that pose a threat to the successful outcome of successful claims delivery including accountable ownership of key claims Risks and Controls.
- Make sure all audit actions relating to the Claims function are dealt with in a timely and effective manner.
- Include digital transformation and automation of platforms at customer touchpoints, improving processes and enabling people efficiencies.
- Understand future ways of working and use relevant digital technologies, including AI where appropriate, to support the future state of the business.
- Create and analyse management information, statistics and other data to manage indemnity spend, understand required customer service levels, address issues and support better decision making.

Key accountabilities
• Identify appropriate and relevant OKRs and EKPIs (as well as local level KPIs) to help MIB deliver as a business - course correcting as required. • Accountable for achieving Claims Net Promoter Score targets and QA targets/claims outcomes. • Continuously improve procedures, policies and standards for operations using best practice adhering to regulation and legislation. • Deliver economies of scale while maintaining service excellence. • Develop a clear approach to customer service that is aligned with MIB Purpose, brand values and principles. • Manage internal, external and outsourcing stakeholders including suppliers, vendors, digital partners, value chain partners etc. • Provide inclusive and motivating leadership to operational teams and the wider business, supporting future talent across the organisation. Act as a role model by coaching, mentoring and developing teams to support continuous improvement, while embedding a culture of confidence, credibility and customer focus.

Role requirements
• Significant and direct relevant experience in volume operations and logistics including digital technologies in an omni-channel environment. • Strong commercial acumen, influencing skills and evidence of building successful B2B and B2C customer-service operations. • Proven track record in leading a customer-centric and operational agenda, with the ability to influence positive culture change. • Experience applying recognised approaches in digital operations and agile delivery, such as SAFe. • Experience managing customer demand and using customer insight to improve service outcomes. • Experience in interpreting and communicating analytics to inform business decisions. • Experience in insurance and claims industry knowledge and understanding the end to end process. • Ability to build effective working relationships with colleagues, customers and partners, using clear and respectful communication. • Experience of leading, managing and developing a senior leadership team with an empowering and collaborative leadership style. • Maintaining a constructive working environment within the department and across the organisation. • Experience of budget management and control. • Proven analytical and systematic thinking skills. • Desirable: experience with Six Sigma, Lean, Agile or Systems Thinking.