

## Are you looking for your next opportunity?

Sompo has a unique opportunity for a **Head of Service Delivery** to join our Insurance Operations team.

This newly created role will sit within our London and UK Regions COO function. The Service Delivery team play a vital role in supporting the various business lines within our Underwriting team based in our London, UK office whilst at the same time undertaking transformation activities with which to broaden, and better control the services provided. This exciting opportunity will allow the incumbent, who as end-to-end process owner of service delivery, to play a key part in strengthening the operational resilience of the services provided by the Operations function.

**Location:** This position will be based out of our **London** office. We strive for collaboration which is why we offer a work environment where our employees thrive and develop long lasting careers.

## Our business, your impact, our opportunity:

### What you'll be doing:

- **Service Management:** Developing and implementing service delivery strategies and operational plans and processes that align with the organisation's overall goals. This will also include:
  - Development of the service provision for the policy administration process, including management of Underwriting Assistants.
  - Working closely with the business and differentiating service as needed between commercial and specialty.
- **Team Leadership:** Building and leading a high-performing service delivery team, making workforce decisions based on demand and service utilisation.
- **Performance Monitoring:** Measuring and evaluating service delivery performance ensuring adherence to SLAs and KPIs through effective reporting, and escalation through to mitigation, where necessary. This will include the development of a reporting capability which is utilised across the Operations function, including the coordination and submission of written and data analysis, in particular:
  - operational performance and trend analysis; and
  - mandatory and voluntary underwriting and compliance submissions to competent authorities within jurisdictions which the organisation trades.
- **Customer Satisfaction:** Ensuring high levels of customer satisfaction by delivering quality services and addressing customer needs promptly. This will involve creating a framework for quality assurance, where the root cause of issues are promptly identified and remediating actions are escalated appropriately through to resolution.
- **Process Improvement:** Driving the continuous improvement of service delivery processes to enhance efficiency and effectiveness. This will include:
  - Initiatives with which to improve breadth and quality of service, including improved service levels.

- Defining of a process improvement framework which includes the creation, ownership and management of effective Standard Operating Procedures.
- Seeking opportunities to adopt new technology with which to maximise productivity.
- Engagement with transformation activity to enable increased efficiency and less reliance on outsourced partners. This will involve working collaboratively with the Head of Operations Outsourcing.
  
- **Stakeholder Relations:** Managing relationships with the business, outsourcing partners, and other stakeholders to ensure smooth service delivery. Also, develop strong liaisons within the team and with other functional departments to ensure the end-to-end business process is effective and efficient.
  
- **Compliance and Risk Management:** Ensuring that service delivery processes comply with regulatory requirements whilst also implementing and monitoring risk management practices to mitigate operational risks and improve operational resilience. This will involve working collaboratively with the Head of Operations Controls & Risk.
  
- **Training and Development:** Development of a training capability which is utilised across the Operations function. Its primary function being to ensure that all operations teams within the COO are well trained in terms of:
  - Understanding of processes and controls, as set out within Standard Operating Procedures (SOPs).
  - The identification of continuous improvement opportunities and methods of escalation.
  - The explicit requirement to update SOPs for those process they are responsible for, when required.
  - The shaping of a strong service culture through learning opportunities and the promotion of aligned behaviours, which support the development of colleagues at all levels within the COO function.
  
- **Budget Management:** Overseeing budgets and expenses related to service delivery to optimise costs and benefits.

### What you'll bring:

- Bachelors degree or equivalent, and insurance qualification (ACII) is preferred
- Significant experience of specialty and commercial insurance, and the London market.
- Experienced and confident team leader with at least 10 years of operational management experience.
- A track record of process management, people development and a reputation as a customer-centric leader.
- Ability to represent Operations at senior levels with confidence.
- Data driven approach to measuring service and ability to analyse trends in data.
- Strong problem solving and decision-making abilities.
- Working knowledge of Insurance Underwriting systems (to include PPL and Power BI) would be useful.



### **Our Benefits**

We continuously evaluate and update our benefit programs to ensure that our plans meet the needs of our employees and their dependents. Below are a few highlights of our inclusive benefit programs:

- Expansive Health & Wellness Benefits
- Generous Retirement & Savings Plans
- Global Parental Leave & Adoption Assistance

### **In today's world, what do we stand for?**

We strive to create exceptional value for our clients and shareholders while maintaining Sompo as an attractive place to work. We foster an environment of ongoing, open dialogue between managers and their direct reports, and believe in an organisational environment where everyone belongs. We proudly are a multi-racial, multi-cultural, global enterprise. We reject all forms of racism, bigotry, prejudice and injustice and continue to invest in building out an inclusive and diverse work environment.

### **About Us**

**Expert Partners.**

**Clarity in complexity.**

**Unwavering commitment.**

We're Sompo, a global provider of property, casualty, and specialty insurance and reinsurance. Building on Sompo Holdings' 130 years of innovation, we're committed to applying all of our experience to simplify yours.

Our dedication to you shows up in the care we put in every detail, working to create a frictionless risk management journey for everyone we serve.

We lead with your priorities, meticulously crafting solutions, sharing insights, and understanding your needs.

Around the world, our 9,000+ employees use their expertise to learn, improve and find clear answers for your complex challenges.

Because when you choose Sompo, you choose the ease of expertise.

**To learn more about visit our website at [www.sompo-intl.com](http://www.sompo-intl.com)**