

Are you looking for your next opportunity?

Sompo has a unique opportunity for an **Outsourcing Manager** to join our Insurance Operations team.

This newly created role will sit within our London and UK Regions COO function. The Outsourcing team play a vital role overseeing the relationship and performance of outsourced vendor(s) whilst at the same time supporting the transformation activities with which will improve the efficiency and effectiveness of the services provided. This exciting opportunity will allow the incumbent 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:

- **Operational Management:** managing and maintaining relationships with outsourcing vendor(s) to ensure they meet service expectations. This will include:
 - Overseeing daily underwriting operations of the offshore team.
 - Ensuring adherence to underwriting guidelines and regulatory requirements.
 - Ensuring applicable Standard Operating Procedures (SOPs) are maintained and up to date.
 - Addressing and resolving any issues or challenges that arise with outsourced services.
- **Contract Management:** Ensure a full understanding of Sompo's service requirements and compliance with terms and conditions. This will include agreeing statements of work, ensuring cost effective solutions whilst maintaining quality of service.
- **Performance Monitoring:** Setting performance standards and regularly reviewing vendor performance against key metrics and service level agreements (SLAs).
- **Reporting:** In conjunction with the Reporting capability managed within the Service Delivery team, ensure regular reporting on the performance and status of outsourcing operations for senior management.
- **Compliance and Risk Management:** Identifying and mitigating risks associated with outsourcing activities, including data security and regulatory compliance. This will include:
 - Ensuring compliance with company policies and industry regulations.
 - Managing risk by adhering to underwriting standards and procedures.
 - Conduct audits and quality checks to maintain high standards.
 - Provide contingency plans for any disruption of services.
- **Process Improvement:** Continuously optimising outsourcing processes to enhance efficiency and reduce costs. This will include:
 - Identifying areas for process improvement and implement best practices.

- Collaborating with onshore teams to streamline workflows.
- Utilising technology to enhance efficiency and accuracy.
- **Communication and Collaboration:** Acting as a liaison between offshore and onshore teams, this will include:
 - Facilitating effective communication and collaboration.
 - Addressing and resolve any operational issues or challenges.
- **Budget Management:** Managing the budget for outsourcing activities, ensuring cost-effectiveness and financial efficiency.

What you'll bring:

- Bachelor's degree in Business, Finance, Insurance, or a related field.
- Relevant certifications (e.g., CPCU, ARM) are a plus.
- Proven experience in underwriting operations, preferably in a managerial role.
- Experience managing offshore teams is highly desirable.
- Strong leadership and team management skills.
- Excellent communication and interpersonal skills.
- Proficiency in underwriting software and technology.
- Analytical and problem-solving abilities.
- Knowledge of industry regulations and compliance requirements.

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 Somo 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 Sampo, a global provider of property, casualty, and specialty insurance and reinsurance. Building on Sampo 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 Sampo, you choose the ease of expertise.

To learn more about visit our website at www.sampo-intl.com