

Are you looking for your next opportunity?

Sompo has a unique opportunity for a **Vice President, Delegated Claims Manager** leading our **Delegated Claims** team.

The role will be responsible for Sompo's Delegated Claims Team, providing oversight and management of delegated accounts, reporting into the Head of Claim Operations. This position will participate in or directly manage the onboarding, maintenance and renewal of delegated accounts across all lines of business ensuring our claim partners share Sompo's commitment to delivering positive, fair, and appropriate outcomes for our customers; efficient service, timely responses and fast payment of covered claims. Successful candidate will have involvement with due diligence, management, and oversight of our various suppliers.

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:

- Responsible for timely execution of third party service contracts and oversight of all contractual requirements, including Loss Fund management
- Work collaboratively with Sompo finance teams in overseeing and reconciling Loss Funds, including Legacy portfolio.
- Determine claims and reporting preferences, options and infrastructure to provide the most efficient delivery of service
- Own and maintain the Delegated Claims policy and procedures, including the Third party risk rating performance framework.
- Review of Vendor performance to assist the claim department on identification of effective claim handling
- Establish, monitor and maintain Delegated Claims data integrity
- Manage the Delegated Claims team, delivering a high performance unit with clear roles and responsibilities.
- Work closely with management on the delivery of claims service to meet client expectations
- Effectively communicate the status of projects and deliverables to individuals involved.

What you'll bring:

- Expertise in governance, vendor management and delegated claims.
- Demonstrated knowledge and skill in leadership, teamwork, collaboration, problem solving and communication
- Strong negotiation and presentation skills along with excellent written and verbal communication skills.
- Strategic, proactive and innovative skills to develop creative solutions and resolve problems to achieve desired business results.
- Able to translate business needs into efficient technology solutions.
- Advanced relationship management skills with internal staff and external partners
- Effective communication with a wide spectrum of people both internally and externally
- Strong computer skills (MS Word, Excel, Outlook and various in-house claims systems –Guidewire, ImageRight and BinderCloud is a plus).
- Work cross-functionally; think creatively, critically, and strategically.
- Effective team player and ability to promote high performing culture.
- Ability to work independently; self-starter.



Our Benefits

[See Addendum to update for specific Countries/States as necessary]

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 Sampo as an attractive place to work. We foster an environment of ongoing, open dialogue between managers and their direct reports, and believe in an organizational 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