

The role

The role supports the Controls and Data Assurance (CDA) Manager by :

- Collating, reviewing and maintaining multi-departmental key process monitoring timetables, monitoring adherence to these timetables including query resolution and reporting of results to key stakeholders
- Distribution and monitoring of quarterly self-certifications / attestations across the business
- Collating and reviewing KPIs of operational processes and drafting reports for governance committees
- Improving operational effectiveness and efficiency through the delivery of best practice process standards and continuous key process improvement

About us

Chaucer is a leading insurance group underwriting risks at Lloyd's, the world's specialist insurance market. It deploys specialist underwriters in all major insurance and reinsurance classes, including aviation, casualty, energy, marine, property and treaty.

Headquartered in London, Chaucer has international operations in Copenhagen and Singapore, and affiliate offices in Miami and New York, providing access to high quality business worldwide.

Main responsibilities

Key Process Management

- To collate, review, maintain and update as required, key process monitoring timetables detailing key multi-departmental processes across the business
- To identify, track and resolve key process issues raised during key process monitoring
- Prepare reporting to key audiences, including governance committees, based on each period's KPI
- Support and enable improvement initiatives fostering and delivering a continual improvement ethos
- To support the Operations team in developing new KPI's and Performance Metrics to track Key Process performance
- To assist the wider business in highlighting the operational risks that they face and suitable strategies to mitigate these risks
- To collaborate with other team members acting as a secondary review function

Process Framework

- To maintain the process framework (comprising of a central process library, departmental process maps and procedures)
- To prepare monthly reporting for submission to Governance committees
- To support annual reviews of the process library
- To provide general and ad hoc support to the Operations Management team as a whole.

Strategic Sourcing

- To facilitate and administer the review process for all service contracts and outsourcing arrangements.
- To prepare all required periodic monitoring and reporting of material contracts (service contracts or outsourcing arrangements) through to handover of responsibility to THG
- Working with THG to provide ongoing support as the single point of contact for strategic partnership sourcing in Chaucer

Controls and Data Assurance

- To assist in the scheduling and obtaining of data quality and control attestations required as part of SOx and Solvency II regulations.
- Participate in generation and monitoring of self-certifications / attestations.
- Prepare reporting to key audiences, including governance committees, from each period's self-assessments and KPI, communicating areas of concern, improvements and changes to control and data frameworks.

Relevant experience

Essential

- Typically has previous work experience

Technical skills

Essential

- Highly developed numerical skills
- Intermediate knowledge of MS Excel, Word and PowerPoint

Desirable

- Knowledge of Lloyd's and financial services regulatory regimes
- Intermediate knowledge of MS Visio and experience of process mapping

Education and qualifications

Essential

- 3 A Level qualifications

Desirable

- Bachelor's Degree or equivalent combination of education and work experience

Personal skills

Thorough: Demonstrates careful attention to detail. Keeps tasks and responsibilities clearly defined, on schedule, and error-free. Carries tasks, assignments, etc., through to completion

Self-management: Effectively plans and organizes their work to achieve desired outcomes. Demonstrates flexibility in applying different approaches to Initiative changing work demands. Is confident of own abilities to meet challenges and can maintain performance under stress. Seeks improvement through learning, development and feedback

Collaboration: Involves others to access additional knowledge or skills that lead to increased understanding. Obtains shared commitment to the improvement or success of an event or project

Communications for results: Expresses concepts (e.g. business, technical and other), ideas, feelings, opinions, and conclusions, so that others understand or are persuaded to act. Creates an environment that encourages and values the opinions of others and promotes sharing of information and ideas

Initiative: Proactively identifies present and future obstacles, issues, and opportunities; takes actions to address such obstacles, issues, and opportunities

Influencing others: Communicates ideas or positions in a persuasive manner that build support, agreement, or commitment. Takes actions that directly or indirectly influence others to create buy-in, gain trust, and motivate actions