



RETAIL OVERSIGHT MANAGER DUBLIN

| THE ROLE

The Retail Oversight Manager is responsible for on-boarding, coordination, monitoring and reporting the performance of retail products written through Chaucer Insurance Company DAC in Dublin and produced by its branches in London and Copenhagen.

| ABOUT US

Chaucer is a leading specialty insurance group providing clients with proven smart risk solutions for underwriting and claims. Our enterprising and trusted experts offer market-leading cross class capabilities, empowered decision-making and a tailored approach.

With our headquarters in London, and our international hubs for Europe, Latin America and Asia, we protect clients in over 200 countries and territories worldwide. We offer clients the flexibility of both Lloyd's and, through Chaucer Dublin, the company markets.

| MAIN RESPONSIBILITIES

Support underwriters in on-boarding new retail binder opportunities to include:

- Performing due diligence on new coverholders or MGAs
- Coordinating the documentation to support new proposal business cases and rationales with underwriters, for approval by the Chaucer Underwriting Committee
- Arranging the review of policy wordings, IPIDs and binding authority agreements by Legal and Compliance Team
- Agreeing premium, claims and complaints bordereau templates and time frames with coverholders
- Providing analysis of proposed new products for review by the in-house Product Oversight Group
- Reviewing complaints processes and call scripts to ensure conformity with Chaucer Minimum Standards and to mitigate the risk of product misselling
- Coordinating the appointment of Third Party Administrators with the Claims Team
- Coordinating broker and coverholder data feeds to facilitate actuarial pricing reviews and exposure management, as required
- Collating and monitoring complaints data, in partnership with the Compliance Team
- Liaising with the brokers and coverholders to ensure timely reporting and settlement of premium, claims and complaints bordereaux. Ensuring that underwriting systems are up to date
- Supporting underwriters in their monitoring and reporting on the ongoing performance of the account
- Working continuously with pricing actuaries, underwriters and exposure management to ensure live rating of products and facilitating re-underwriting of the account, where deemed necessary
- Reporting performance and key performance indicators through in-house underwriting governance structures
- Working with the Information Security Officer to ensure that appropriate standards and controls are maintained by coverholders
- Arranging coverholder audits
- Ensuring that any terminated binders are managed through to completion, coordinating run-off with underwriters, claims and other teams as required
- Maintaining up to date policies and procedure documentation

| **OUR REQUIREMENTS**

| RELEVANT EXPERIENCE

Essential

- Significant knowledge of non-life insurance underwriting, across a range of products.

Desirable

- Experience of MGA and coverholder distribution channels.

| EDUCATION AND QUALIFICATIONS

Essential

- Professional Qualification – ACA/ACII

| PERSONAL SKILLS

- Communicates confidently and clearly (verbally and written)
- Creates a positive impact with a range of stakeholders and colleagues both internally and externally
- Demonstrates strong analytical skills and the ability to understand, digest and communicate complex information quickly
- Is able to adopt effective influencing styles
- Actively maintains effective working relationships
- Ability and willingness to use initiative, and exercise appropriate judgement
- Pro-active approach