

RISK CONSULTANT

What this job is really like:

RSA Risk Consulting is central to supporting the success of RSA's Global Risk Solutions (GRS) business, which provides insurance and risk management solutions to large complex corporate customers across the world. Our dedicated team of Risk Engineering Consultants work in partnership with customers and underwriters across a wide range of commercial and industrial facilities to identify, quantify and reduce risk.

This Risk Consultant role is preferably based in Belgium and will be responsible for the retention and winning of new business within that region through managing and delivering efficient and effective risk management and loss prevention services to customers within our GRS business.

A key aspect of this role is liaising with RSA countries & the local underwriting teams to deliver an excellent service.

This role has primary responsibility for account management on some of GRS's most prestigious clients and will involve field and desktop survey/consultation work on these and other cases.

This role would suit an individual with strong leadership, analytical, relationship management and communication skills, as well as a strong capability in one or more of our core technical disciplines of property (including business continuity) or liability. The ability to work across multiple technical disciplines is not essential but is an advantage, as is risk management knowledge in other areas such as construction (CAR/EAR), chemical, power, cyber or specialist fire protection.

This Risk Consultant role is part of the BENE Risk Consulting team and reports into the BENE Team Leader.

This is a home-based role, although with a need for regular presence in the RSA local office in Brussels. Travel will be required within Belgium & the Netherlands and wider Europe, and occasionally intercontinental.

RSA has an internal Risk training program to help develop our Risk Consultants throughout the different stages of their career.

The Jobholder is typically responsible for:

- Working in partnership with customers/ suppliers and other RSA/Risk Consulting teams to develop processes and services to enable continuous improvement
- Helping to maintain seamless and effective operational and technical service from external risk consulting partners
- Actively contributing to the development of risk management and customer segment propositions and supporting sales plans, by bringing knowledge and insight of customers and their risks and applying this within GRS business objectives.
- Supporting underwriters and other internal stakeholders in promoting the RSA risk management proposition to customers and brokers
- Fostering and maintaining strong relationships with internal stakeholders with RSA BENE offices and external broker partners and suppliers
- Providing close technical risk management support (advice, guidance and coaching) to RSA BENE offices to help with risk selection and the development and maintenance of technical underwriting practices
- Undertaking detailed risk assessments at customer locations and conducting account/ prospect reviews to help secure profitable business within agreed risk appetite and to minimise claims
- Undertaking account reviews to contribute to up selling and cross-selling opportunities to maximise profitable revenue potential from new and retained business to support the achievement of agreed business targets.
- Supporting effective and proportionate business control procedures in line with internal policy and material external legislative and/or regulatory requirements.
- Managing customer interactions in an efficient, courteous and timely manner in order to deliver a high standard of customer satisfaction
- Dealing with and resolving customer complaints

Regulatory Requirements:

Demonstrate full compliance with all legal requirements and all relevant RSA policies

This job will typically be measured with the following KPI's

- KPI's met in accordance with agreed performance measures, ie:
 - Budget Hour activity
 - Quality Assurance targets achieved
 - Levels of service delivered measured through customer satisfaction (internal & external) & retention levels
- Contribution to customer proposition development and delivery
- Impact of technical advice and expertise given to the business, and positive impact on the customer
- Contribution to portfolio/business development
- Maintain effective control environment - personal compliance with legal, regulatory and policy requirements, Risk Control Framework and Risk Consulting protocols
- Feedback from internal customers and colleagues, and external brokers and suppliers
- Personal application of living the RSA values (love simplicity, better every day, do the right thing, boundless ambition).

Jobholder Requirements

- Location: Home-worker, although with a need to have a regular presence in the local RSA office.
- This role will require frequent travel across Europe, and occasional intercontinental travel
- Excellent language skills: Dutch, French, English

Track Record

- Delivering high quality risk surveys
- Detailed knowledge and understanding of one or more core disciplines with experience of working in a range of risk control and / or related activities
- Experience of working within an underwriting/claims, customer-facing environment.
- Experience of working directly with senior customers, and/or partners
- Experience across a range of lines of businesses, products or types of customer
- Able to articulate a value/ business proposition to external parties and build a compelling case for "Why RSA".

Core skills & knowledge

Delighting Customers	<i>Advanced</i>	Effective Governance	<i>Intermediate</i>
Understanding RC's Propositions	<i>Advanced</i>	Communicating Effectively	<i>Intermediate</i>
Building Effective Relationships	<i>Advanced</i>	Delivering Results	<i>Intermediate</i>
Understanding RSA	<i>Intermediate</i>	Understanding the data	<i>Intermediate</i>
Understanding the Marketplace	<i>Intermediate</i>	Being Creative	<i>Intermediate</i>
Working Effectively	<i>Intermediate</i>	Making Change Happen	<i>Intermediate</i>
Planning	<i>Intermediate</i>	Understanding Insurance	<i>Intermediate</i>
Using Judgment	<i>Intermediate</i>		

How to apply?

Please send your application and CV via email to all of the below:

- Rolf Verlaan, BENE Team Leader – rolf.verlaan@eu.rsagroup.com
- Sophie Van Welsenaere, HR Manager BENELUX: sophie.vanwelsenaere@eu.rsagroup.com