

ROLE PROFILE

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| Role Title: | Ops Servicing Technician |
| Functional Area: | Ops |
| Reports to: | RSAL Servicing Operations Team Leader |
| Employment Type: | Permanent |
| Date: | May 2022 |
| Location: | Belgium |

ABOUT US

RSA has a long history in Europe as a Specialty insurer, and we are a partner with a strong reputation for protecting our customers and helping brokers build their business. Our approach combines rich heritage, financial strength, customer focus, resilience and an exceptional team of dedicated experts with deep technical know-how.

RSA Luxembourg S.A. is a subsidiary company of RSA, one of the world's leading international general insurers with over 300 years' experience in providing peace of mind to individuals and protecting small businesses and large corporations from uncertainty.

We have regulated insurance branches in Belgium, France, the Netherlands, Spain and Germany. With our team of 250 employees, we provide in-country services in technical underwriting, claims and risk management.

***RSA is committed to creating a diverse environment and proud to be an equal opportunity employer.*

MISSION

The Jobholder will be the representative and main contact point of their country for the Global Network. The Jobholder will carry out routine operational and technical duties within the Servicing Team for the European business area. The work will be mainly focused on providing compliant local service to RSA Companies and Strategic Network partners (Producing Offices) to help them issue local policies for their Multinational Insurance Programmes. The role is desk based and involves working as part of a team owning policy maintenance, processing and recording of quality business data as well as production of policy documentation including wordings. The jobholder will be able to effectively process all types of policies and provide appropriate advice to the Global Network and Producing offices of changes in market practice or cover within their standard policy wordings. You will work closely with other internal departments to deliver a high level of service to customers. The jobholder will also need to liaise with local brokers and clients in a daily basis to find appropriate solutions to the customer needs. Adherence of technical processes and regulatory compliance will be critical.

MAIN RESPONSIBILITIES

Responsibilities:

- Act as the main focal point for Servicing for any query related to their country from the Global Network and Producing offices.
- Following receipt of instructions from Producing Offices, to accurately process data onto the various systems in a timely manner in order to meet service standards and operational KPIs
- Check risk information data from Producing Offices (locations data, premium allocation, Coverage Summary) and raise queries promptly
- Use the Information Platform (IP) to ensure service standards and information is being provided, updating it with the required information. Local systems must be updated at the same time.
- Issue local standard wordings and endorsements and certificates when required. Some wordings might require a higher level of bespoke and complexity to match specific client requirements.
- Continuous communication with the Producing offices, advising of any changes in local regulation, legislation and processes, as well as changes in market practice or cover within their standard policy wording
- To respond to customer/intermediary queries as required and to follow agreed processes, policies and procedures to ensure customer service standards are consistently achieved
- To work together with Underwriting, Claims, Operations and Finance teams ensuring effective and timely communication
- Take personal accountability for active problem solving
- To support in handling the routine flow of requests for information into and out of the department as well as organizing the production and reporting of business information as necessary to assist and inform other business areas when required
- To comply with the required standards of best practice, operating effectiveness and efficiency and all legal, regulatory and policy requirements
- To contribute as a subject matter expert to the development of RSA Business including participation in project/s and/or continuous improvement as required
- Being aware of and adhering to our regulatory framework

The job will typically be measured with the following KPI's:

- A strong Team Working ethos – able to work effectively within a team that demonstrates a high level of co-operation, knowledge sharing and getting the job done.
- Proven ability to manage priorities and demonstrate a pro-active attitude, continuously pushing self to improve
- Good communicator keeping people appropriately informed
- Displays professionalism
- Is friendly and positive when working with people
- Coaches others on the team
- Ability to evidence technical capabilities and Licence progression.
- Significant experience with wordings across a breadth of lines of business
- Ability to deliver high quality work, including complex aspects, to strict deadlines.
- Ability to build extensive networks of contacts both from a technical perspective and beyond.

REQUIREMENTS & SKILLS

Requirements:

- Based in Belgium
- Fluent English as well as Dutch. Good writing skills in French.
- Previous experience in the insurance industry
- Experience in processing International business
- Proficient with Microsoft Excel, Word and Outlook
- Excellent external networks and relations with customers and intermediaries
- Track Record: Experience ideally in the insurance industry. Experience across a range of lines of business and products Ability to understand and communicate across all branches

Skills:

- Core Skills & Knowledge: Delighting Customers – Advanced, Understanding RSA's propositions – Advanced, Understanding RSA– Intermediate, Working Effectively – Advanced, Building Effective Relationships – Advanced, Planning – Advanced, Using Judgement – Intermediate, Communicating Effectively – Advanced, Delivering Results – Advanced.
- Functional Skills & Knowledge: Understanding insurance– Advanced, Understanding Multinational programmes - Advanced

HOW TO APPLY?

If you are interested in applying to this job position, please send us your CV to: martagarcia.fernandez@eu.rsagroup.com

In compliance with the provisions of the General Data Protection Regulation ("GDPR") we inform you that the personal data collected in relation to the job offer of your interest will be incorporated into a file owned by RSA Luxembourg, S.A. in order to manage your application.