

Claims Controller – CF5, CF6, and CF7

Location: Leopardstown, Dublin 18

Who We Are

Ayvens Insurance (AYINS) is the trading name of Euro Insurances DAC. We are an international motor insurance company, active in over 20 countries ('the entities'), where we deliver competitive cover and easier fleet management for Ayvens clients and other large fleets. Euro Insurances DAC trading as Ayvens Insurance is regulated by the Central Bank of Ireland.

Job Purpose

This role will be based in the Claims Department. This role will involve the review of claim handling controls, processes and procedures, for motor claims handling services that are outsourced to third party administrators and Fronting partners, throughout Europe.

Reporting Line

This role will report to the Claims Manager, Direct.

Central Bank Controlled Functions Applicable to this Role

- CF-5 Assisting a customer in the making of a claim under a contract of insurance or reinsurance
- CF-6 Determining the outcome of a claim arising under a contract of insurance or reinsurance
- CF-7 Management or supervision of those persons undertaking CF3 to CF6 roles

Central Bank of Ireland Control Function Requirements

At all such times as, the Company is regulated by the Central Bank, this role is subject to the Central Bank of Ireland (CBI) Individual Accountability Framework (IAF), as well as Fitness and Probity Standards (**Standards**). The Standards provide that persons who are subject to the Standards must be competent and capable, act honestly, ethically and with integrity, and be financially sound.

As Controlled function role holder, it is a condition to comply with all relevant regulatory requirements, including any rules or requirements imposed by the Central Bank in relation to the conduct of persons in certain positions in regulated firms (**Conduct Rules**). The Conduct Rules include, without limitation, the following introduced under the Central Bank Reform Act 2010 (2010 Act):

- the Fitness and Probity Standards 2014 issued by the Central Bank under section 50 of the 2010 Act (**F&P Standards**);
- the Common Conduct Standards, under Section 53E of the 2010 Act (**Common Conduct Standards**); and
- the Additional Conduct Standards, under Section 53F of the 2010 Act (applicable to individuals performing a PCF, or CF1 role as designated by the Central Bank Reform Act 2010 (Section 20 and 22) Regulations 2011 as amended) (**Additional Conduct Standards**).

The Company is required, under Section 21 of the 2010 Act, to undertake an assessment of fitness and probity for the role under the F&P Standards at the time of hiring and at least annually thereafter, or in any other situations where the Company reasonably believes it necessary to do so.

Responsibilities will include but are not limited to:

- Review Ayvens Insurance's claim handling suppliers in accordance with the Claims Control Review plan and ensure that claim handling suppliers are meeting Service Level Agreement (SLA) requirements.
- Execute Claim Control Reviews in line with the Claims Control Review Plan with a focus on identifying potential areas of claims cost savings and follow up, as necessary, on any corrective actions and/or initiatives identified. Claim Control Reviews will be carried out remotely and/or on-site.
- Prepare reports documenting the findings of Claims Control Reviews, and monitor/manage claim handler's implementation of agreed actions for the resolution of performance issues and/or achievement of cost savings.
- Monitor and analyse the monthly claims data to identify trends or anomalies which may impact the expected performance of these programs.
- Ensure that claim handling suppliers are meeting SLA/contractual requirements.
- Manage day to day claims queries from claim handling suppliers, Ayvens Countries, clients and other departments.
- Assist with monthly and quarterly reporting on insurance programs e.g., quarterly risk reports & monthly Key Performance Indicator (KPI) reports.
- Assist and support the development of new business products and projects within Ayvens Insurance, in particular the 'insourcing' of claim handling to Ayvens entities.
- Assist and support improvement initiatives within the Department and the Company.
- Assist with the development and updating of Department policies, procedures and working instructions.
- Complete IT Security training and any other Ayvens Insurance/Ayvens Group training as required.
- Any other tasks as may be assigned by the Claims Manager.

Knowledge & Skills

- Good knowledge of motor insurance claims – Personal Injury, Property Damage, Fire, Theft, Total Loss, Glass
- Experience of claims litigation
- An understanding of motor claims in a European context – 4th Directive & Green Card would be desirable.
- Experience in international insurance or international claims experience would be desirable.
- Primary degree preferably in Business, Law or Insurance
- Professional Insurance qualification (minimum CIP or 'Grandfathered')
- Experience in motor claims handling and experience gained in all aspects of the claim handling process, from notification through to final settlement.
- Excellent numeric and analytical skills
- Excellent written and oral communication
- Excellent working knowledge of Microsoft Office
- Individual must be highly organised and have the ability to meet strict reporting deadlines.
- Team player who will play an important role as part of a small highly specialised team.
- Individual must have strong interpersonal skills and the ability to build relationships across departments and with service providers internationally.
- Fluent in English with an additional European language being desirable.
- Ability to work alone and on own initiative.
- Resilience to travel.

Ayvens Insurance is an equal opportunity employer.