

Claims Governance Lead – CF5 and CF6

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 25 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

The Claims Governance Lead reports to the Head of Claims (HoC) and will be responsible for the day-to-day management of 1st line risk and compliance activity in the team as well as oversight of process documentation, improvement and adherence in the team. The role requires significant technical expertise, leadership and stakeholder management skills and will contribute significantly to the Claims Department strategy

As the Claims contact point for Business Control, Risk, and Compliance teams, you will be responsible for actively engaging with the 1st line risk (Business Control) and, 2nd line Risk and Compliance teams to ensure all necessary activity is managed and reported on in an accurate and timely manner.

In co-ordination with the HoC, you will be responsible for the documentation of claims department processes and controls. You will develop oversight and reporting to ensure processes are adhered to and controls are both adequate and evidenced appropriately.

In order that it remains connected to the day-to-day activity of the Claims team, the role will also include an element of Claims Control responsibility.

Reporting Line

This role will report to the Head of Claims

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
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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:

Governance

- Act as the Claims contact person for risk and compliance activity.
- Document Claims processes and controls and co-ordinate improvement activity.
- Develop Governance activity calendar and management reporting to demonstrate oversight and bring visibility to activity.
- Manage preparation of the Claims Department for internal and external audit.
- Ensure that all processes are both adhered to and appropriately evidenced at all times and that controls in place are adequate.
- Support company and department objectives for the improvement of risk and compliance controls.

Other

- Manage Claims Control activity for assigned country/countries in line with requirements of the Claims Manager.
- Work with relevant departments across the company to contribute to achieving the company's strategic and operational goals.
- Assist internal and external auditors in review of the Claims Department.
- Assist with reporting and MI requirements of the department.
- Any other tasks or projects as requested by the HoC.
- Attend and complete IT Security training and any other Group training as required.

Character Profile

Requirements

- Significant knowledge of claims management processes, procedures and reviews.
- Detail-oriented and precise with excellent organisational skills and an ability to work independently.
- Knowledge of relevant legislation and experience of European insurance markets.
- Able to analyse data and provide concise summary and / or recommendations.

- Able to interact effectively with stakeholders at all levels, including senior management teams, both internally and externally.
- Self-motivated and the will to get tasks completed.
- Team player with excellent interpersonal skill and the ability to multitask.
- Positive and flexible attitude to change, and ability to work under tight deadlines.
- Capacity to travel.
- Excellent MS Office skills, in particular Excel.
- CIP qualified, relevant degree or professionally qualified.
- Fluent in English.
- Innovative and creative with willingness to bring new ideas to improve processes.

Desirable

- Experience in in a similar role within an Insurance / Reinsurance company.
- ACII or FCII Qualified
- Fluent in a second language, ideally French.
- Experience in the motor leasing industry
- Strong knowledge of cross border pan-European insurance markets

Ayvens Insurance is an equal opportunity employer.