

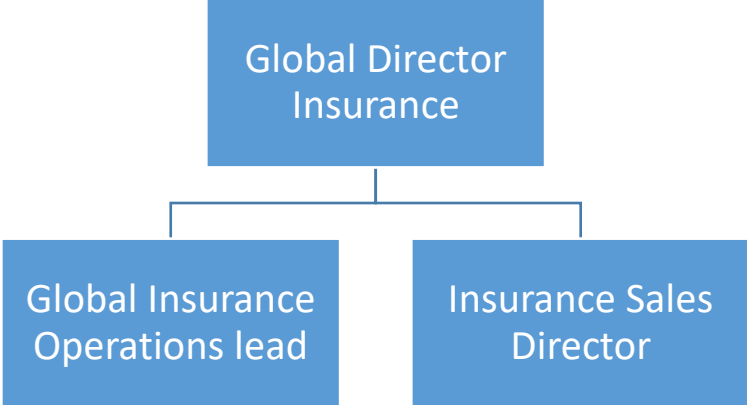




For internal use only



Job Profile

 Organisational information 	
Job title	Global Insurance Operations lead
Value stream/ department	Insurance central function
Reports to	Direct line
	Global Director Insurance
Organisational chart	 <pre> graph TD A[Global Director Insurance] --> B[Global Insurance Operations lead] A --> C[Insurance Sales Director] </pre>
Purpose	<p>PURPOSE OF THE JOB</p> <p>Ayvens' value creation model is based on the implementation of a global blueprint with standardised product/service offerings and harmonised processes and support systems. The Global Insurance Operations lead will be responsible for further development and implementation of actions as part of the strategic central function Insurance. Furthermore, the lead will be responsible for overseeing the implementation of the insurance integration plan (IMO) at country level. He/she will liaise directly with Country representatives to drive the development and implementation of the insurance strategy within Ayvens entities. He/she will continuously identify and prioritize initiatives to improve insurance performance and act as a reference point for expert knowledge and best practice sharing. He/she will pro-actively look for further opportunities and innovations to enhance the insurance blueprint of the Group and as such set the future direction of the group Insurance Strategy.</p> <p>DEPARTMENT OVERVIEW</p> <p>The central Insurance Function is based in Amsterdam (the Netherlands) and is responsible for group strategy, transformation, performance and (international) sales. Insurance income growth (margin and insurance penetration) is a key strategic objective lever for Ayvens to increase overall profitability. Ayvens has identified the opportunity to grow its margins from insurance by approx. 47 Mln EUR by 2026 and to increase its insurance penetration from approx. 50% to 65% by 2030.</p>



For internal use only



Job Profile

	<p>The Global Insurance Operations department (i.e. the central function) will be responsible for further development, follow-up and implementation of actions aimed at realizing this potential. The department will consist of a team 2-3 experienced global insurance operations leads and 2-3 sales professionals.</p> <p>PRIMARY ACCOUNTABILITIES</p> <ul style="list-style-type: none"> • Co-responsible for achieving Ayvens' insurance upside potential of 47 Mln. • Drive the implementation of local insurance strategies and integration plans within Ayvens entities: <ul style="list-style-type: none"> ○ Responsible for executing the country specific implementation roadmap based on the Insurance Strategic blueprint ○ Drives the implementation process of the country roadmaps, defines the detailed roll-out activities with the country teams and ensures that the required actions are completed on time by holding regular meetings with the country teams. ○ Control country performances based on predefined set of KPI's and perform deep dive analyses to identify improvement opportunities and actions to improve Insurance results on a group and country level. ○ Review insurance strategy plans / KPIs on a periodical basis ○ Liaise with stakeholders to ensure implementation • Identify, co-develop and promote insurance innovations & digitization throughout the organisation, e.g.: <ul style="list-style-type: none"> ○ Act as business owner in Ayvens' digitalisation journey to ensure digital products & services are reflecting business needs ○ Scout and act upon opportunities from insure techs / damage cost control innovations ○ Implications of mobility / car sharing on insurance offerings ○ Opportunities brought by Telematics • Responsible for the delivery of service to countries such as: <ul style="list-style-type: none"> ○ Roadmap delivery / liaise with Insurance company ○ Risk retention scheme implementation support ○ Client research & intelligence ○ New product / service delivery / best practices • Execute / develop insurance-related strategic projects as the case may be, e.g.: <ul style="list-style-type: none"> ○ Development of GPS ○ Development of Group ICT roadmap for insurance (claims handling, policy management) ○ Develop strategy regarding the set-up of a shared serviced centres for claims handling & accident management ○ Development and launch of insurance-related value propositions 		
Budget responsibility	n/a	Project responsibility	n/a
Key internal collaboration partner	<ul style="list-style-type: none"> • Insurance Managers in the entities • Line managers (Operations / Finance) of the Insurance Managers in the entities • Ayvens Insurance organisation 		



For internal use only



Job Profile

Key external collaboration partner	<ul style="list-style-type: none"> • Suppliers (insure techs, innovation etc.)
Qualification and competencies	
Required level of education and technical abilities	<ul style="list-style-type: none"> • Academic background preferably in business, economics or econometrics • 10+ years industry experience (Leasing, Insurance) • 5+years in an international environment • Fluent in English • Willingness to travel • Proven success in de developing and implementing strategy • Extensive knowledge of Ayvens organization, products and processes • Experience of working in international, multicultural environment • Solid knowledge of insurance products • Experience in managing and delivering multi million euro projects • Strong change management capabilities • Integrity and professionalism • Strong analytical and influencing skills: <ul style="list-style-type: none"> ○ Business acumen ○ Capability to perform complex analysis on insurance products (process and profitability assessment) ○ Capability to interact at senior management level with conviction and diplomacy
Required work experience	
Language requirements	<ul style="list-style-type: none"> • English (fluent, verbally and written)
Special remarks	<ul style="list-style-type: none"> • Willingness to travel
Behavioural competencies	<p>Preferred behaviour</p>
	<p>The position of Global Insurance Operations lead is clustered in the competency group Specialist. The competences linked to this competency group are:</p> <ul style="list-style-type: none"> • Coaching; • Leadership; • Delivering results; • Analyse & problem solving; • Social sensitivity; • Influencing; • Organisational commitment.