

▶ VACANCY – OPERATIONS MANAGER



The Shipowners' Club is a mutual insurance association based in the City of London. We offer Protection & Indemnity (P&I), Legal Costs Cover and associated insurances to smaller and specialist vessel owners, operators and charterers around the world. Building on over 160 years of experience, the Shipowners' Club provides tailor-made insurance packages for each operator according to their particular need.

We are now seeking an experienced Operations Manager to join us on a permanent basis in our London office of 125 staff. The successful candidate will be enthusiastic and a quick learner with a desire to develop in a friendly and supportive Insurance company. This is a brand-new role so a great opportunity for someone to build a cross functional Operations team across London and Singapore and really contribute to the development of this new area. It's certainly an exciting time to join and to really make your mark here!

We also have a hybrid working model (minimum 2 days in the office / 3 days remote).

If interested in this role, please send us your **CV and covering letter** outlining why you would be suitable for this position and your salary requirements to recruitment@shipownersclub.com

We recognise the business benefits of having a diverse and inclusive community. We all have something unique to bring to the table and by embracing those differences we seek to build and maintain an environment which attracts and values diversity and where everyone can develop their talents and be themselves. For us, diversity and inclusion goes above and beyond focusing on protected characteristics – we want all our colleagues to bring 100% of themselves to work. With a happy and engaged workforce we all strive to work together to be the best that we can be for the mutual benefit of ourselves and our Members.

Overall responsibility of the Role:

- Develop operations capability for Shipowners with a focus on small premium business.
- Responsible for managing the roll out of broker portal.
- Responsible for managing and providing excellent service levels in line with company expectations.

Role Responsibilities:

- To ensure smooth operations of the small premium business
- To develop and deliver consistent and repeatable operational processes.
- To develop and nurture close working relationships with all relevant brokers/DUA (Delegated Underwriting Authority).
- Streamline and manage DUA operations.
- Work closely with compliance to ensure that the right process are in place for Sanction screening processes and the sanctions screening are done for all applicable entities.
- Manage risk to the business operations especially through small premium business by ensuring we have robust, appropriate processes in place.
- Act as an ambassador on behalf of the company, developing strong, collaborative relationships both internally and externally to reinforce Shipowners' brand and values.
- Provide leadership, while coaching, providing feedback, and mentoring the team members.
- Establish strong working relationships with the underwriting and claims team.
- Define, establish and roll-out operational procedure manual.

- Define and deliver operational KPIs, to improve productivity and efficiencies reflected in accurate reports and analytics.
- To ensure, through monitoring, audit and the consistent use of KPI's, that the quality of service delivered in all areas is of the standard required by the operations function.
- Analyse trends from quality assurance, customer feedback and drive change.
- Design and conduct meetings to capture and communicate current and future processes.
- Take a proactive approach to improve operations and regularly assessing the performance of your area, looking for ways to drive it forward, and working with all relevant stakeholders to ensure successful implementation.
- Suggest business focused decisions about operational efficiencies.
- Manage data quality on source systems and ensure data cleansing is carried out on a on regular basis, correcting any data issues promptly.
- Adhere to company processes to ensure all regulatory obligations and requirements are met.
- Provide critical support and lead operational change initiatives. Apply robust levels of governance ensuring compliance with our processes.
- To undertake other reasonable responsibilities and projects as per the needs of the business.

Experience Required:

Essential

- Strong experience of managing and leading operations teams in the insurance, compliance or risk management space.
- Extensive operations management experience.
- Previous experience of successfully managing DUA operations.
- A sound understanding of general insurance broking or underwriting and operational practices, techniques and governing regulations.
- Strong experience in managing organisational change to successfully adopt optimised business processes.
- Used to working to exceeding targets within a regulated, measurable framework and achieving SLAs.
- Successful in managing and delivering business process optimisation.
- Success in improving operational efficiency by way of customer satisfaction.
- Ability to build strong and credible relationships with senior key stakeholders (internal and external) and team members.
- Risk management and regulatory exposure, excellent financial, quantitative and analytical skills.
- Strong interpersonal skills, an effective communicator, credible and confident to influence at all levels with the highest level of integrity.
- A problem-solving mind-set, able to develop creative approaches and solutions.
- Confident in both producing and discussing management information and status updates.

Desirable

- CII Qualification.
- Previous experience of setting up an operations function.
- Previous experience working with online broking platforms.
- Previous experience of managing sanctions screening process.
- Project management experience including an understanding of Agile development methodology.

Candidates must be eligible to work in the UK.

Due to the large numbers of responses we receive, it is not possible to respond to every application. Therefore only short-listed candidates will be contacted for this particular role and if you haven't heard from us within 3 weeks please assume you have been unsuccessful on this occasion.

No Recruitment Agencies please.