

JOB DESCRIPTION

Position Title: Central Operations Team Leader
Reports to: Head of Central Operations
Location: London

Summary of Position:

The Central Operations Team Leader is responsible for managing the workload and quality produced by their team and ensuring an efficient and effective Technical Processing service is provided to the business whilst adhering to Regulatory, Risk and Compliance requirements.

Key Responsibilities & Accountabilities:

- Adhere to company and regulatory policies, procedures together with mandatory training requirements.
- Monitor incoming processing requests to ensure any urgent activities are prioritised by team members as appropriate.
- Ensure Contract Load and Premium processing requests are completed accurately on Sequel Eclipse Broking within the Service Level Agreements (SLA's) agreed with the business.
- Ensure accurate and complete client and market documentation is produced.
- Develop a business partner role with the business units serviced, ensuring all risks and issues are documented and managed appropriately.
- Ensure relevant documentation is filed electronically as per the agreed structures and standards.
- Assist and guide team members with technical processing issues.
- Undertake a Second Pair of Eyes Check ensuring all processing errors are highlighted to the relevant Premium Technician.
- Understand and translate the slip in order to undertake checks required and highlight discrepancies back to the Business Unit.
- Liaise with clients, underwriters, business units and Insurance Business Accounts (IBA) to resolve queries.
- Become a Sequel Eclipse Broking Super User and support users.
- Process LORS entries.
- Process Premium bordereaux and obtain agreement where required.

- Alert manager of deficiencies and suggested improvements in the teams processes, procedures and controls.
- Good working knowledge of MS Word and Excel.
- Assist with ad-hoc projects as and when required.
- Exhibit behaviours that are consistent with the shared values of the BMS Group.
- Proactively promote the benefits of BMS Group both internally and externally.

Staff Management

- Management responsibility of assigned team including coaching, motivating, mentoring and developing the team.
- Evaluate and manage the performance of direct reports with regular and constructive feedback, ensuring they are appropriately trained, competent and aware of their responsibilities.
- Manage resources effectively to ensure the team meets Key Performance Indicators and Service Standards.
- Monitor workloads and ensure adequate Technical resources are in place to support the business.
- Ensure team adhere to company policies and procedures together with mandatory training requirements.
- Ensure the team meet the Training and Competency requirements stipulated by the FCA.
- Lead regular team meetings and communicate pertinent information to the team.
- An awareness of HR policies and practices.

Experience Required

- A minimum of five years' experience in a similar role undertaking Contract Load and Premium processing and at least one years' experience as a Team Leader.
- An understanding of (Re)insurance.
- Knowledge of Sequel Eclipse Broking is advantageous.

Functional & Behavioural Competencies required:

- Ability to lead and manage people effectively.
- Ability to develop and motivate direct reports.
- Good communication and organisation skills.
- Good technical and industry knowledge.
- Ability to multi task and meet processing SLA's / project deadlines.
- The ability to exercise challenge or escalate issues as appropriate.
- Ability to build and maintain positive working relationships within and across the Group.

- Personally demonstrate the five BMS values and ensure that team members are aligned with these:
 - Accountable
 - Entrepreneurial
 - Collaborative
 - Empowering
 - Disciplined

The above list is not exhaustive and the job holder maybe required to carry out other duties at management's discretion.