

Product Support Team Leader - Job Specification

Job Purpose

Responsible for the day to day running of the Product Support Team, including the allocation and monitoring of workstreams, and ensuring that appropriate prioritisation, productivity and quality is adhered to.

Required abilities and Skills

- Understanding of Motor Insurance with time spent in a Product Support or Electronic Trading environment
- Knowledge of motor insurance products, their rating, policy and related terms and conditions.
- Knowledge of Electronic Trading function, including understanding of data requirements and specifications that will allow delivery into a business system
- Previous team leader experience preferable
- Ability to handle and control multiple tasks and projects
- Attention to detail and ability to handle/control tasks to a high standard and within agreed timescales
- Ability to proactively review practices and procedures with view to implement change
- Good problem solving and analytical skills
- Exceptional written and verbal communication skills
- Ability to understand and respond to different business demands within the group
- Knowledge of Microsoft Office products
- Knowledge of Software House systems and their change control and reporting processes.
- Ability to work both independently and as part of a team, and must have a good attention to detail.

Responsibilities

- Day to day management of the team including but not limited to team development and training, ensuring targets are met, auditing, and performing bi-annual appraisals.
- Understand all aspects of the electronic trading mechanism for the business
- Provide electronic trading technical support and be point of contact to internal, external customers and outsourced providers for delivery of new products and changes to existing ones.
- Work with line manager to prioritise workloads, review procedures and best practice in the team
- Manage the test cycle of products including rating, data transfer and documentation
- Submit and control all aspects of the monthly rate update process to the Software Houses
- Support of the Operations and Underwriting teams with regular meetings to review processes and procedures with aim to either streamline or make more efficient
- Understand the rating mechanism of new and existing products Lead and manage the implementation and release process for new product development and changes to existing products

- Responsible for the maintenance of products and documentation on external and internal system platforms
- Ensure that appropriate processes are followed, reviewed, documented and updated where appropriate
- Responsible for daily checking and auditing of business related processes such as delivery of EDI, MID, CUE and Sanctions processes
- Manage the query process across all platforms
- Maintain knowledge of industry standards and market intelligence regarding product distribution and operation of products
- Maintain the business system rating engine by performing rating updates where necessary
- Manage and maintain records of current and historic versions of policy documentation
- Create and maintain procedure manuals of business processes relating to product delivery
- The Job holder will do all tasks requested within his/her level of skill and ability

Hours: 37.5 per week – 1 hour for lunch.

Location: Sunbury with an element of home working.

If you would like to apply, please send your CV to careers@key.claims.