

Job Description

Name:

Job Title: Administrator / Senior Administrator

Job Grade: 9 / 8

Office: Aon Insurance Managers (Guernsey) Limited

Reports to: Insurance Manager

Overall Purpose

A role in the service team for Guernsey's first A.M. Best rated commercial catastrophe reinsurer, Kelvin Re. This area of the business is a very significant growth area for both Aon and Guernsey and we would like to take on an administrator/senior administrator to join the team and help continue this expansion. The successful candidate will be responsible for the day to day administering of new and existing claims and would ideally need to be able to demonstrate a track record of working within an insurance claims environment although insurance / reinsurance industry experience in all areas will be recognised. They will be part of an innovative, driven team with a diverse set of responsibilities which will include, but not be limited to, reviewing reinsurance claims and contracts, capturing detailed and accurate claims data, preparing claims payment forms and liaising with brokers and underwriters. The role will also require accurate claims reporting to enable the production of month end accounts and other management information. Production of accurate and timely claims committee papers and contributing towards other regular and ad hoc management information will also be part of the job role.

Principal Responsibilities

1. Assist in the day to day management of all of Kelvin Re's underwriting and claims matters including but not limited to:
 - Monitoring a team email inbox for new loss notifications;
 - Assist in notifying new claims to all relevant parties including reserving actuaries and underwriters;
 - Assist in reviewing detailed clauses within reinsurance contracts and, where necessary, liaising further with brokers and underwriters to fully understand the contract language;
 - Recording detailed claims information in a policy administration system;
 - Assist in the preparation of authorisation forms and seek approval for valid claims in accordance with the company's procedures;
2. Working closely with the insurance manager and assisting them as and when necessary with underwriting and claims related matters, the aim of which is to always deliver an exceptional standard of client service. This will include drafting and preparing underwriting and claims information for board and committee papers.
3. Ensure that all Aon and client deadlines are met, and procedures and practices in respect of underwriting and claims administration are followed at all times.

4. Assist with claims matters in respect of a retrocession programme and supporting recoveries as appropriate.
5. Assisting the insurance manager with producing useful management information and developing new procedures for underwriting and claims processing in order to drive forward continuous improvement.
6. Assist with the maintenance of an insurance management system including but not limited to inputting data from reinsurance contracts, extracting usable information and manipulating data for the benefit of our clients.
7. Reviewing and statistically analysing monthly claims bordereaux and other loss information received from reinsurance brokers.
8. Working closely with the finance team to ensure premium aged debtor reports are up to date and accurate to allow efficient month end reporting.
9. Ensuring all reinsurance contracts and related underwriting information are up uploaded onto the Aon's secure online intranet portal
10. Assist with ongoing liaison with reserving actuaries to ensure sufficiency of reserves.
11. Assist with annual and internal audits as required.

Qualifications

None required although progress towards an Insurance Qualification would be preferable.

Experience

Experience within the insurance / reinsurance environment would be preferable.

Knowledge and Skills

1. High degree of confidentiality.
2. Excellent all-round communicator at all levels.
3. A team player with a positive working attitude, enthusiasm and adaptability to change.
4. Attention to detail.
5. Ability to manage a to-do list and prioritise tasks effectively.
6. Good general knowledge of industry products, regulations and developments.
7. Good Microsoft Excel skills would be of benefit.

Signed:

Date: