

CAREER OPPORTUNITY

Head Claims - Alliance General Insurance

Take up a superb career opportunity in 2020 at a leading and vibrant Financial Services Company.

Alliance was established in Maseru in 1993 with the purpose of improving the lives of Basotho and their communities; by providing an effective wealth creation and protection tools that allow them to better plan and achieve their business and personal financial goals. We have a General Insurance Company that prides itself on adding value to our clients and, we are looking for an accountable individual who can effectively and efficiently head the claims processing department.

KEY RESPONSIBILITY AREAS

The role requires a highly resourceful professional with technical insurance skills and strong financial focus to lead the claims team for alignment on strategic priorities and ensuring efficient operations.

- ▶ Set the strategic claims vision in compliance with regulatory and company guidelines
- ▶ Provides key information and analysis to ensure alignment with the overall business strategy
- ▶ Acting as a liaison across the organisation to increase broad awareness and alignment for the strategic plans
- ▶ Leverage industry best practices, technology innovations and process redesign elements into the strategic vision of claims to support the continued organic and inorganic growth of the company.
- ▶ Facilitating and driving strategic initiatives through the inception stage
- ▶ Creating a roadmap on how to translate claims strategies into actionable and quantitative plans
- ▶ Scope, plan and execute multiple, often quick turnaround projects with minimal assistance
- ▶ Prioritising and monitoring progress on the execution of the strategic plan
- ▶ Direct day to day operations of the claims departments and ensure the claims are processed within established guidelines.
- ▶ Empower the claims leadership team and supports the department and ensure quality claims metrics and service level agreements are achieved
- ▶ Collaborate with executive leadership from internal departments to ensure efficiency and proper prioritisation of the claims adjudication process
- ▶ Develop production and quality standards and stretch goals are established to drive sustainable long-term quality and efficiency models
- ▶ Set service levels and increase real-time prioritisation and productivity capabilities
- ▶ Drive innovation to establish, evaluate, and implement processes and procedures to accomplish the organisation's and departments' objectives
- ▶ Ensure compliance with all claims payment laws and guidelines
- ▶ Preparation of operational reports including board reports

CANDIDATE QUALIFICATIONS, WORK EXPERIENCE AND COMPETENCIES

- ▶ Bachelor's degree in Insurance, Risk Management or Business; Master's degree preferred
- ▶ Professional Member of Insurance Institute
- ▶ Additional short-term insurance-related qualifications will be advantageous
- ▶ Minimum of 10 years' working experience in the short-term insurance industry dealing with Claims and Recoveries at managerial level
- ▶ Strong Claims background and experience managing large or complex Claims projects in the insurance industry
- ▶ Previous management experience including responsibilities for hiring, training, assigning work and managing the performance of staff
- ▶ Knowledge and understanding of claims metrics reporting and a clear understanding of reserving methodologies
- ▶ Excellent written and verbal skills and a good command of the claims environment
- ▶ Knowledge and understanding of the range of insurance products and services available in the market and how that can be used to meet clients' needs.
- ▶ Analytical Skills-ability to assess if a customer qualifies to receive the services applied for, based on established parameters and criteria.

Interested applicants are invited to submit their application which includes copies of relevant certification, CV and motivation for the position to: careers@alliance.co.ls by 16th October 2020.

Only short-listed candidates will be contacted.

ALWAYS THERE FOR BASOTHO

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