



# Claims Executive



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## About Post Office Insurance

POI is a customer focused organisation that relies on the Post Office Money brand, its network, customer data and marketing capabilities in order to deliver its plan objectives.

As an independent business, it was established in 2014 after the Post Office bought out the joint insurance venture between Bank of Ireland UK and Post Office. Our vision is to operate as a specialist broker. Our team has expanded significantly since then, as we continue to pursue our core visions to:

- Deliver operational efficiency, product and pricing flexibility resulting in greater control of, and access to, the value chain;
- Directly control customer management, policy conditions and retail pricing;
- Enter in to partnership agreements with Underwriters, Third Party Administrators, Software Houses and Consultancy firms to procure and develop the capabilities required in support of our chosen business model; and,
- Build a tangible asset for the Post Office.

POMS is a wholly owned subsidiary of Post Office and this means you are part of an organisation that is trusted by communities and consumers, putting its people and customers first. Together we have the opportunity to write the next chapter of an iconic organisation with over 300 years of history. We shape our future and each of us has the autonomy and responsibility to help create a business we can all be part of and proud of.

We know that the best way to provide a great service for customers is to evolve our business and adapt to their changing needs. We're improving our online and in store experience for customers because we know that our customers never stop changing, so neither will we.

We are working hard to ensure that the next chapter of the Post Office's history is a bright one. We are the current guardians of an iconic business and we want to hand over a thriving network of branches which can continue to provide essential products and services for our customers for many years to come.

This is a uniquely exciting and challenging time for the Post Office and for POMS – we're shaping the future and creating a business we can all be proud of.

We share the Post Office values of Care, Challenge, Commit.

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## The basics

Job Title:	<i>Claims Executive</i>
Post Reports to:	<i>Chief of Operations</i>
Division:	<i>Operations</i>
Budget Responsibility:	
Number of Direct Reports:	
Location:	<i>Finsbury Dials, London</i>

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## The purpose of the role

POI is an FCA authorised insurance intermediary and a wholly-owned subsidiary of Post Office, providing services to Post Office customers via a number of outsourced arrangements.

Under these arrangements our customers are receiving a Post Office branded claims service. The role will be responsible for the oversight and development of these claims services across our general insurance and protection portfolio.

## Principal accountabilities

- Establishing the framework and policy for the consistent delivery of claims services.
- Working with insurers and outsourcers to develop and roll-out new or revised claims models.
- Running a program of assurance activity to continually assess the performance and suitability of claims handling.
- Developing and monitoring MI and KPIs to understand and manage claims performance.
- Building and maintaining strategic relationships with all claims suppliers.
- Owning any ex-gratia or claims exception processes
- Identifying and resolving any supplier incidents and breaches in line with POMS policies.
- Working with suppliers to provide further value, growth and cost-saving opportunities and creating a culture of continuous improvement.
- Operating collaboratively with product and internal functions to optimise outcomes and support product agenda.
- Reporting claims performance to POMS senior management.
- Working closely with procurement to manage the forward plan of new claims services.
- Promoting and facilitating claims innovation.
- Assisting the COO in managing the business operations.

## Qualifications, experience and skills

- Expert knowledge of general insurance claims handling, including home and travel insurance
- Experience of supplier management principles and outsource claims models
- Experience of managing service provision in an FCA regulated environment.
- Strong service ethos, promoter of continuous improvement and customer engagement.
- Detailed knowledge of relevant markets including UK insurance and outsourcing.
- Strong written and verbal communication skills, adaptable for varying audiences.
- Able to build and nurture effective multi-level relationships
- Proven at to managing diverse workloads and prioritising accordingly
- Structured but able to adapt to changing priorities
- Degree educated or equivalent

Where does this role fit in with the rest of the team?



## IT permissions

Please note that the following section is to be completed by the Line Manager:

IT permissions	
Job Role	This is used to describe what systems and assets an employee will need to perform their job. This is NOT the job title (although in some cases it may be the same). It is associated with one or more Job Descriptions.
IT Equipment	Please refer to Equipment Package List on Matrix
Applications	Please refer to Application Package List on Matrix
Software Access	Please refer to System Access by Function/Business Unit List on Matrix
Other System/Application	Any current System/Application used but not listed on Matrix
Approved by [System Owner]	
Job Title [System Owner]	
Date	