



Senior Partner Liaison (Mobile Phone Insurance Claims)

Role Purpose

Based in our Client's office in Frankfurt, the job holder will be responsible for managing all aspects of our Client's outsourced claims handling and fulfilment relationships for the Specialty Personal Lines (mobile phone insurance) business in Germany; Reporting will be matrix lines into local and regional claims management.

The function extends to all outsourced third party claims management, logistics and mobile device procurement, and managing repair networks. This requires core skills to manage these outsourced relationships in terms of service level and commercial performance, conducting regular audits and ensuring that quality of service is aligned to our Client's standards.

Key Responsibilities

- Operational Monitoring - Monitor and action all commercial and service delivery KPI's - Establishing and subsequent ongoing management of detailed SLA reporting (including regulatory obligations such as complaints reporting) with a continuous cycle of action planning, resolution and improvement
- Represent claims at external client and partner review meetings - Presentations, discussions, negotiations and general round table program management
- Present performance internally in a clear, distinctive, format to articulate status, issues and actions - Develop and maintain dashboard reporting systems that demonstrates the performance of the outsourced claims functions performance verses KPI's (both commercially and operationally)
- Work closely in conjunction with the local SPL underwriting team, local claims management and the regional SPL management team, to deliver results that are in line with mutually agreed objectives
- Oversee the management of complex complaints cases
- Facilitate and manage regular audits of all Specialty Personal Lines third party claims administrators and drive a formal audit strategy that enhances compliance with contractual obligations, ongoing process improvement and strict adherence to regulatory requirements

- Commercial negotiation - With the MNO, TPA and supply chain partner, logistics provider and salvage disposal partner.
- Scoping operational procedures and assisting with contract drafting - Requiring liaison with internal and external legal resource

Desired Skills and Experience

The job holder must have a good level of German and English, and be prepared to travel occasionally for business purposes.

Qualifications

- *Recognised Degree or equivalent academic qualification; or
- *Equivalent Insurance industry qualification; or appropriate experience, listed below

Languages

- *Native German
- *Fluent (verbal and written) in English

Experience:

- *At least 18 months experience in a similar role which involves consumer lines (high frequency) insurance claims, where outsourced claims handling and managing a claims fulfilment supply chain is core to the candidates day to day responsibilities; or
- *At least 3 year's experience in a general consumer lines (high frequency) insurance claims management environment, at supervisory or mid management level; or
- *At least 3 years experience in a mobile device repair and supply procurement environment; specifically working within the MNO (mobile network operator) segment where the focus is on end to end customer service and device supply chain management