

**Premia UK Services Company Limited – Role profile**  
**Underwriting Operations Manager**

<p>Overview</p>	<p>Premia Managing Agency Limited (PMAL) specialises in the management of discontinued insurance and reinsurance portfolios. Formed in 2020 the managing agency has assumed responsibility for a number of run-off insurance portfolios.</p> <p>We are seeking an Underwriting Operations Manager to lead a small team within our Lloyds Managing Agency. The successful applicant will take responsibility for the day to day management of team members and supporting outsource partners, ensuring that processes to manage our legacy policies are carried out in a timely manner, are well controlled, fit for purpose and aid delivery of our technical business plan.</p> <p>This role offers hybrid working, with the successful applicant expected to attend the London office approximately 40% of the time, or more should business requirements dictate.</p>
<p>Key responsibilities (for inclusion in job description)</p>	<p>The successful applicant will be able to demonstrate the abilities to lead and motivate team members. You will have a proven track record in the delivery of Underwriting Operations functions, ensuring high standards are maintained in provision of service and delivery of processing activities. You will also have a good working knowledge of Lloyds processes, and will provide expertise to support and deliver operational improvement initiatives.</p> <p>Responsibilities include:</p> <ul style="list-style-type: none"> <li>• Managing performance of the Underwriting Operations function, ensuring that all legacy policy administration tasks are carried out on a timely basis and to consistently high quality.</li> <li>• Managing performance of team members through ongoing coaching, regular one to ones, appraisals and development of training programmes.</li> <li>• Contributing to the delivery of our technical plan, ensuring the teams activity is aligned and that team members understand their role in delivery.</li> <li>• Oversight of outsourcing partners in line with our Outsource policy, ensuring that relationships are well managed and SLAs / KPIs are actively monitored.</li> <li>• Ensuring a strong control environment with a focus on ensuring controls are appropriate and attestations completed.</li> <li>• Production and review of management information, ensuring analysis of data to identify trends, and presentation of reporting to senior management and committees.</li> <li>• Proactive involvement in project activities, providing subject matter expertise on process and system changes.</li> <li>• Ensuring the timely and accurate completion of submissions (e.g. Lloyds Part VII / ELTO) engaging with team members and other functions to ensure delivery.</li> <li>• Ensuring management of business written through our service company, with processing carried out on a timely basis.</li> <li>• Development and maintenance of procedural documentation</li> <li>• Acting as a key point of contact for Underwriting / Operations matters for all internal stakeholders.</li> <li>• Upholding the company values and act as an example to team members.</li> </ul> <p>Carrying out other ad-hoc duties to support business activities at the direction of management.</p>

<p>Skills &amp; experience profile</p>	<p>Suitable candidates will have:</p> <ul style="list-style-type: none"> <li>• Relevant experience within an Underwriting Operations function in the Lloyds market.</li> <li>• A demonstrable understanding of Lloyds policy processing and market practices</li> <li>• Eclipse Policy Admin system knowledge</li> <li>• Ability to lead and motivate a team.</li> <li>• Excellent communication and presentation skills</li> <li>• Ability to adapt in a changing environment</li> <li>• Experience and knowledge of the legacy insurance sector desirable</li> </ul>
<p>Company's values</p>	<ul style="list-style-type: none"> <li>• <b>Bold</b> "We are ambitious and passionate about our future"</li> <li>• <b>Expert</b> "We use our specialisms and expertise to get things done"</li> <li>• <b>Innovative</b> "We embrace change and continually seek to improve the way we do business"</li> <li>• <b>Accountable</b> "We are outcome focused and deliver on promises"</li> <li>• <b>Honourable</b> "We act with integrity and aim to do the right thing"</li> <li>• <b>Inclusive</b> "We encourage participation and value all contributions"</li> </ul>