

Underwriting Support Manager Middle Office - Operations



London

Convex is a newly formed international specialty insurer and reinsurer founded by Stephen Catlin and Paul Brand. With operations in London and Bermuda, Convex occupies a unique position in the insurance industry combining unrivalled experience, reputation and a legacy free balance sheet.

Discover your opportunity

The purpose of this role is to assist Underwriting Unit Heads in the delivery of high-quality client services and support them in the day to day management of their underwriting teams. The individual is responsible for maintaining an efficient operational workflow in support of the company strategy. The role is a management role within Underwriting and requires a collaborative team orientated approach. The role forms part of the Convex Middle Office function, but on a day to day basis the work allocation and functional reporting line will be into the Underwriting Unit Heads.

Responsibilities:

- Direct supervision of all Underwriting Support Staff
- Direct oversight of department operations including risk submission, submission flow management, policy endorsements, renewal processing, peer review, etc.
- Oversee and manage the underwriting daily "housekeeping" activities
- Support Underwriting management with the planning and forecasting process
- Ensures underwriting is in compliance with operational regulatory matters, such as TRIA, GAREAT etc and Convex is able to meet its operational regulatory reporting obligations.
- Ensures a high level of external and internal service is consistently provided
- Assists in planning and organising resources for handling peak volume periods
- Identifies training and development needs for staff
- Practice excellent interpersonal skills to liaise with underwriters to troubleshoot and manage underwriting support service expectations
- To work within the framework of the Convex Ethical and Service Standards
- Provide /coordinate additional administrative support as business development and maturity requires
- Liaison with our strategic outsourcing partner WNS
- Provide guidance / facilitate with other business functions on non-standard underwriting matters and policy processing
- Provide support to Underwriting Management ensuring that Underwriting Guidelines are adhered to and underwriting controls are performed
- Liaison with other business functions regarding underwriting-related queries and data requests

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- Monitoring of underwriting dashboards including exception and performance reporting

Skills and experience required

- Education to Bachelors' degree level preferred, although not required
- Minimum of 5 years of relevant (re)insurance industry experience, specifically within Underwriting Community
- Excellent verbal and written communication skills
- Able to use good discretion in working to resolve process issues that ensure the success of our established global outsourcing models
- Possesses a continuous improvement mindset
- Proven ability to solve problems and identify practical solutions
- Ability to work flexibly in order to complete duties of the role, particularly during peak underwriting periods
- Line management experience
- Proven ability to prioritise and organise effectively
- Proven ability to work with speed and accuracy, particularly under pressure
- Proven experience of building and maintaining good working relationships
- Excellent computer literacy
- Committed to developing a career in Operations

Convex is an Equal Opportunity Employer