

# OUTSOURCING MANAGER

The Outsourcing Manager will proactively support and assist in developing the activities of Monument Re in Belgium in the area of Outsourced Service Providers (OSP) Management. This role will be responsible for the operational governance and control of OSP as well as playing a key part in ongoing operational administration, governance and control in accordance with regulatory compliance for potential, new and existing third parties. The role will also act as a key contributor to overall savings identification and delivery. Reporting directly to the Belgian CEO, based in Brussels for day-to-day operations with a dotted line to Risk and Legal & Compliance at Group Level.

## RESPONSIBILITIES

- Being a proactive team member, a trustful advisor to the business team and local Executive Management;
- Act as Relationship Manager for all OSP's;
- Manage contract execution and daily contractual relationships with OSP's making sure Monument Re's best interests and highest standards are met within Monument's Outsourcing Framework and Regulatory Standards at all times;
- Becoming the single point of contact for the Business teams for all contractual matters related to OSP's in close collaboration with the Legal & Compliance team, both locally and at Group Level;
- Collaborating with the Business teams in scope/gap/risk analysis, governance, management of change requests, monitor acceptance procedures, contract interpretations, contract extensions/terminations, assisting to resolve any disputes, etc. based on agreed priorities;
- Participating in negotiations, strategy definitions, determining scope with OSP's;
- Monitoring and documenting all contract changes in correct time and format, tracking of performance of contractual obligations;
- Identifying, assessing and addressing risk-related areas in the contract execution and supporting rigorous and effective risk management processes;
- Maintaining and updating the KPI dashboard;
- Proactively identify and manage outsourcing risk and contribute to risk reporting process, maintaining the OSP Framework evidencing compliant;
- Present outcomes of service reviews and recommendations to the Outsourcing Committee; and
- In charge of all regulatory reporting requested by the National Bank of Belgium.

## ROLE REQUIREMENTS

- Strong understanding of commercial and contracting issues, regulations and terms & conditions within contracting, systems integration, application and maintenance;
- Ability to assess contractual topics in ways to improve contracts' productivity;
- Proven track record in influencing and negotiating;
- Able to handle a fluctuating workload and multiple priorities;
- Proficiency in using MS Office (Word, Excel and Power Point);
- Language skills: fluency in Dutch/English with high drafting and understanding skills for complex contracts;
- Good working understanding of French;
- Enthusiastic, energetic and entrepreneurial;
- Excellent communicator with external/internal stakeholders at all levels and with colleagues;
- Eager to learn, clarify complex situations and share knowledge, flexible and open-minded;
- Service minded and solution oriented;
- Experience in Insurance/Financial industry;
- Experience with changing working environments and company cultures; and
- Knowledge of Purchasing best practices.