

OPERATIONS ASSOCIATE

Looking for an exciting new opportunity as part of a growing and dynamic insurance company? Are you ready to take the next step in your career as part of proactive and results driven team? If so, then at Monument Insurance we have a new vacancy for the role of Operations Associate which may be of interest.

Supporting the Operations Manager in a critical role, ensuring the ongoing management of the operations function. This opportunity offers great exposure across the business, working with multiple stakeholders.

RESPONSIBILITIES

OPERATIONS

- Providing support to the Operations managers and leading on tasks when required;
- Providing support to Outsourced Service Providers in relation to complex queries on all aspects of life insurance business, in particular unit linked savings and investments products;
- Provide guidance, support and expertise in managing the administration of all operational processes including 3rd party suppliers;
- Undertake portfolio analysis and reporting;
- Provide Operations Support and Analysis in the implementation of a suite of transformational Projects;
- Complaint handling including responding to regulatory complaints; and
- Carry out PEP and Sanction Screening checks on some of the Monument Life Insurance Portfolios.

REPORTING

- Regular status reporting including portfolio analysis;
- Ad-hoc reports as requested;
- Creation of presentations for senior stakeholders when required; and
- Creation of presentations for regulatory reporting requirements.

ROLE REQUIREMENTS

- 3-5 years' experience within the life & pensions industry
- Unit linked savings/ International Portfolio Bond / Variable Annuity experience (advantageous)
- QFA Qualified
- Proactive team player who is used to working as part of a collaborative team in a fast-paced environment working across multiple stakeholders and portfolios
- Be able to take the lead on some operational and project related tasks
- Strong stakeholder management / customer service experience
- Detail orientated with ability to manage multiple workloads
- Ability to work in a fast-paced environment and to tight deadlines
- Experience working in Change Programme supporting the delivery of Operational Change would be an advantage.
- Multi-Jurisdictional Operations Experience (advantageous)
- Experience working with Outsourced Service Providers (advantageous).