

OUTSOURCING ANALYST

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 Outsourcing Analyst which may be of interest.

RESPONSIBILITIES

- To activity manage relationships with Outsourced Service Providers ("OSPs"), in line with Monument Policy and Framework;
- To establish good working relationships with OSP to allow for effective oversight and monitoring relationship;
- To review Management Information (MI) received from OSP each month and analytically and critically review it;
- To manage Incident and Breach process with the OSP to ensure all regulatory requirements are met;
- To facilitate Client Service Meetings between Monument and the OSP and ensure they are scheduled in time with the correct audience;
- Take the Minute of Meetings, logging and following up on actions;
- Work closely with the Outsourcing Manager to support budgeting and invoice process;
- To provide regular status update to Outsourcing Manager and escalate issues as they arise;
- To analytically review MI to identify trends across multiple OSPs;
- To review current reporting requirements and develop improvements for consolidation of reporting;
- Assess existing processes and identify areas of weakness for improvement and streamlining to industry best practice;
- Work within cross functional project teams to support the on-boarding and due diligence processes for new OSPs; and
- Ad Hoc reports / tasks as requested.

ROLE REQUIREMENTS

- 1-3 Years' experience with the Life and Pensions Industry;
- Direct 3rd party supplier, or experience overseeing OSPs;
- Fluency in French, German or Spanish desirable;
- Understanding of outsourcing regulations and /or central bank views on outsourcing (advantageous);
- Strong written and oral communication skills ;
- Unit Linked saving and Investment and Fixed & Variable Term annuity experience (advantageous);
- Strong stakeholder management / Customer service experience;
- Detail orientated with ability to manage multiple workloads;
- Ability to work in fast paced environment and to tight deadlines; and
- Data analysis skills and be able to compile insightful reporting from a variety internal and external sources and for a variety of audiences;
- Experience in continuous improvement and process development with respect to operations or outsourcing an advantage.

LOCATION: DUBLIN, IRELAND

CLOSING DATE: FRIDAY, 14TH MAY 2021

EMAIL RESUMES TO: CAREERS@MONUMENTREGROUP.COM