

## ROLE PROFILE

<b>Role Title:</b>	Continuous Improvement Analyst
<b>Functional Area:</b>	Chief Claims Officer
<b>Reports to:</b>	Antonia Thompson
<b>Employment Type:</b>	NPR (6+6)
<b>Role Level:</b>	L4
<b>Date:</b>	July 2022
<b>Location:</b>	Any of our European subsidiaries (Spain, France, Belgium, Netherlands, Luxembourg)

## ABOUT US

RSA has a long history in Europe as a Specialty insurer, and we are a partner with a strong reputation for protecting our customers and helping brokers build their business. Our approach combines rich heritage, financial strength, customer focus, resilience and an exceptional team of dedicated experts with deep technical know-how.

RSA Luxembourg S.A. is a subsidiary company of RSA, one of the world's leading international general insurers with over 300 years' experience in providing peace of mind to individuals and protecting small businesses and large corporations from uncertainty.

We have regulated insurance branches in Belgium, France, the Netherlands, Spain and Germany. With our team of 250 employees, we provide in-country services in technical underwriting, claims and risk management.

*\*\*RSA is committed to creating a diverse environment and proud to be an equal opportunity employer.*

## MISSION

This job involves delivering continuous improvement in our processes across all lines of business within RSAL business, specifically within the Claims function. This is a key role in embedding a culture of operational effectiveness and will have particular focus on improving operational processes and the end-to-end journey experiences for RSAL employees & customers.

You will be responsible for delivery of operational improvement from insight/analytics, to defining solutions and implementing sustainable delivery.

The role is key to driving consistency across our business to improve efficiency & ensure that the right work is done in the right place with the right controls & at the right cost.

Specific remit aligns to:

- Delivery of RSAL continuous improvement strategy and associated benefits within the Claims function
- Create a cycle of continuous improvement activity aligned to productivity tooling and enhanced services, but delivering improvements in line with priorities
- Equipping the business with solutions which improve our profitable growth agenda, with simplified processes at improved costs

Your role will evidence a culture of continuous improvement across RSAL. This will require you to have an understanding of the people aspects of change – from change readiness to the way people receive the change and the strategies needed to ensure that people adopt the new ways of working.

In this role you will collaborate closely with the Claims leadership. You will also interact with business stakeholders across all functions & branches (across jurisdictions), members of the Claims, COO function and Information Systems experts. You will provide operational expertise and consultancy capability to drive and deliver operational effectiveness and benefits in line with strategic and operational plans.

This is a role that requires an experienced business-focused analyst with a proven track record of optimised delivery aligned to operational effectiveness. The ability to deliver within a strategy, influence key stakeholders to secure buy in and develop the plans required to execute targeted outcomes will be key to success.

## MAIN RESPONSIBILITIES

- To deliver results within a clear strategy and program of solutions which allows RSAL to drive a culture of continuous improvement, with focus on greater efficiency and effectiveness.
- Accountable for the sustainability of strategic change programs that impact our business operationally to ensure that we drive continuous benefit & operational best practice.
- To implement continuous improvement projects or workstreams, managing stakeholders, and working closely with subject matter experts and/or other suppliers to deliver in line with agreed business case and strategy year on year.
- Setting up program objectives, dependencies, operating rhythms and reporting against progress.
- Proactively seek opportunities to improve, develop and enhance our ways of working and service proposition across all RSAL lines of business.
- To manage mutually effective relationships with the Claims, CIO/COO teams in order to align a range of supporting technology solutions into RSAL.
- Work across RSAL and UK commercial team to share and identify best practice opportunities.

## REQUIREMENTS & SKILLS

### Skills and Experience:

- Ability to influence cross functional teams in a matrix environment.
- Knowledge and practical experience in delivering continuous improvement.
- Strong analytical and numerical skills – logical thinker who can draw insight from data.
- Good understanding of operational best practice & relevant tools & techniques (for the Claims function)
- Experience of developing and implementing enhanced processes / ways of working underpinned by clear frameworks and robust governance
- Used to working with external partners to deliver optimum outcomes
- Ability to work within Agile methodology
- Ability to facilitate workshops across cultures and teams
- Experience with change or continuous improvement

### Capabilities:

- Commercially astute with demonstrable track record of taking accountability for delivery
- The ability to motivate others as well as influencing audiences outside of their direct control
- Skills in relationship and stakeholder management & capability to build effective business relationships & networks
- Problem solving skills with the ability to translate solutions into delivery of good business outcomes
- Advanced communication skills that allow messages to be delivered to all levels within the organization and across multiple jurisdictions and cultures
- Track record of continuous improvement, developing and driving the implementation of changes required to achieve 'best in class' capabilities for the future
- Good understanding of, and ability to apply financial regulatory requirements to own business area/function, in relation to conduct/compliance and the management of risk
- Ability to execute a clear strategy and a track record of delivering stretching goals in a challenging environment
- Understanding of how change can impact business results & targets
- Good analytical skills including data analytics
- Lean Six Sigma (green or yellow belt) is a benefit
- Excel and Microsoft Visio

## DECISION MAKING AUTHORITY/ IMPACT

The role holder will be a member of the RSAL Claims Leadership team and will be accountable for delivery of budget savings. This role will involve a degree of influencing skills, negotiation and communication to achieve desired business outcomes.

## CAREER PROGRESSION

Outline examples of typical internal positions that an applicant might come from:

- Analytical role (Business Analyst)
- Operational management roles
- Continuous Improvement roles
- PMO roles

Outline role examples this position might prepare a colleague for:

- Continuous improvement / change lead roles
- Wider Operational Management/COO Leadership roles
- Claims Leader roles

## HOW TO APPLY?

If you are interested in applying to this job position, please send us your CV to: [martagarcia.fernandez@eu.rsagroup.com](mailto:martagarcia.fernandez@eu.rsagroup.com)

*In compliance with the provisions of the General Data Protection Regulation ("GDPR") we inform you that the personal data collected in relation to the job offer of your interest will be incorporated into a file owned by RSA Luxembourg, S.A. in order to manage your application.*