

Job Title – Senior Operations Executive**Job ID – 221****Division – Howden UK Operations****Location – London**

Hyperion was established in London in 1994 and today is a leading, international insurance group with over 4,500 employees in 38 countries. Employee ownership is at the heart of our business and is key to attracting and developing the best talent in the market.

We have four business divisions:

- Howden: the world’s largest international independent retail broker. Together with Howden One, its global specialist insurance broking network, it comprises over 10,000 professionals, operating in more than 80 territories
- RKH: the largest producer of insurance premium to Lloyd’s, the world’s leading specialist insurance market, and a leading producer to many of the world’s largest specialist insurers
- DUAL: the specialist underwriting arm of the Hyperion Insurance Group, is the world's largest international underwriting agency and Lloyd's largest international cover holder.
- Hyperion X: our newest division of the group, it will develop key areas of data, analytics and digital platform delivery.

By working closely with our clients to deeply understand their needs, we are able to develop solutions that are truly best-in-class. We choose to be specialists rather than generalists, so that we have the expertise required to solve even the most complex challenges. Our entrepreneurial approach promotes innovation, integrity and a constant focus on delivering the best solutions for our clients.

Role Definition

Deliver operational support to the Head of Operations and Chief Operating Officer, helping to ensure that all operational and compliance policies & procedures are appropriate, embedded and adhered to by all staff in the client handling divisions. Provide operational support and guidance to the divisions, helping staff continue to achieve their business objectives whilst meeting the standards set by the regulator. Ensure best use is made of existing systems and work with Business Systems and I.T. to develop existing and explore new methods to achieve operational efficiency and adherence to compliance requirements. Liaise with central teams such as Business Systems, Finance, I.T., Governance and Compliance, providing operational knowhow, support and guidance. Act as a first line of defence by promoting compliance with operational and regulatory standards, taking an objective view of risks to the business and highlighting non-compliant behaviours to management.

Key Responsibilities / Accountabilities

- Provide advice and direction to the divisions and central teams on operational procedures and system usage
- Contribute to the successful design, implementation and monitoring of operational procedures and processes
- Identify differences in operation procedures and processes across HUK, investigate reasons for same and propose best practice
- Provide support for investigations to identify root cause analysis behind any delays and re-work, and propose process improvements
- Contribute to the assessment, management and control of risks inherent in the changing internal and external environments and day to day operational activities
- Work with Governance and Compliance to help embed compliance into business processes
- Ensure communication and delivery of training on new or changing operational procedures and key business processes, in line with actual or pending legislation and regulations; including provision of operational and systems training to new starters
- Support User Acceptance Testing of IT systems and developments

- Liaise with Business Systems in the development of system solutions and efficiencies, such as workflow, schemes, document management, portals etc; ensuring that technology is used in an efficient and effective manner
- Initiate and oversee data integrity activities, ensuring that the database is as accurate and up-to-date as possible
- Develop and update workflow tools to support and monitor end-to-end processes
- Provide support for production of management information and template management as required
- Participate in all manner of projects, bringing operational knowhow to the project team
- Attend operational meetings and represent Operations in other meetings, ensuring that all operational and related compliance topics are raised at the meetings
- Keep management informed of all operational issues arising, trends and risks to the business
- Demonstrate engagement with divisional staff resulting in knowledgeable teams operating efficient and effective processes which support the business objectives
- Evidence that, in all aspects of the business process, priority is placed on treating customers fairly and adhering to legislation and regulatory requirements
- Proactively share 'what works best' with others across the Company
- Successful and timely completion/delivery of tasks and project based activities
- Appropriate prioritisation and organisation of multiple tasks
- Provision of clear communication to the business
- Provision of accurate and timely management information to the divisions and senior management
- Keep management informed of issues arising in day-to-day and project-based activities
- Evidence own compliance with Howden procedures and FCA regulations

Skills and abilities needed to perform role

- Strong written and oral communication skills, high level of numeracy and literacy, accurate with absolute attention to detail
- Analytical with problem solving skills
- Extremely efficient and highly organised
- Able to work independently and as part of a team
- Ability to prioritise and manage expectations of a demanding audience, by taking a balanced view of competing business objectives and ensuring the tasks which present the greatest risk are prioritised accordingly, effective time management
- Ability to positively react to change
- Intermediate IT skills including Excel, Word and Outlook. Knowledge of Sector an advantage

Knowledge and Experience

- Commercially aware with a strong operational focus across business functions
- Experience of working in an operational role within an insurance intermediary
- Ideally with an understanding of Lloyd's and Xchanging processes for open market and Binder/Lineslip placements and awareness of the London Market's reform initiatives
- Sound knowledge of operational procedures and experience of successfully implementing/applying these in line with compliance requirements
- Broad knowledge of relevant legislation and regulations
- Broad knowledge and understanding of insurance principles, products and services
- Proven training experience/ability
- Experience of working flexibly and successfully managing multiple priorities to achieve tight deadlines/targets
- Experience of dealing with / managing change whilst maintaining high levels of service

Professional Qualifications

- Educated to A level standard
- Degree or equivalent

- Lloyd's and London Market Introductory Test desirable
- Chartered Insurance Institute or other relevant qualifications

The company operate a stringent employee referencing and verification process when we on board new joiners (temporary or permanent), which means if you are offered a role with us we will ask you to make honest and open declarations about your past employment, qualifications, financial history and credit/debt history. It can mean that offers of employment may be withdrawn if information is found which is not satisfactory to us.

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