



EMPLOYMENT OPPORTUNITIES IN QBE EUROPEAN OPERATIONS

Job title: Claims MI Analyst
Department: EO Claims Division
Location: Chelmsford or Leeds

Role Purpose (Summary)

To provide analytical support to the Operational Claims Teams.
The role will focus on the collation and analysis of both operational and underwriting performance information.

General Description

- The formation and maintenance of the central claims Management Information (MI) reporting suite
- The analysing of the data gathered to establish trends and movements from which to inform improvements in Business Performance
- Gathering data from varied systems feeding, collating and presentation in a single and meaningful format.
- To study the Claims Underwriting Performance and to report on claims activity by product, individual and claims profiling by product, scheme and Group
- Trend analysis of information gathered to highlight positive and negative claims activity for investigation by Business Area.
- Providing detailed feedback – trends/ analysis on monthly reports
- To provide accurate claims Management Information and Analysis and assist in Business process improvements.
- Build and maintain relationships with key stakeholders including customers, industry bodies, business partners, and regulatory bodies to identify opportunities to improve customer focus
- Build and maintain relationships internally with Management, Underwriters, Finance, Actuarial, IT, Reinsurance,

Essential Requirements

- Good understanding of QBE Claims processes as well as knowledge of wider insurance business practices
- A strong Mathematical and Analytical background
- Knowledge of MI creation techniques and software; creation of reports
- Strong report writing skills - able to produce detailed reports at various levels
- Advanced knowledge of all Microsoft Access and Excel



- SQL Knowledge preferable
- Highly motivated and focused
- Organisational and planning skills
- Problem solving and strong interpretation skills