

Job Description

Job Title:	Head of Claims Analytics	Work Level:	2 (Technical Specialist)
Reports into:	Chief Actuary	Date (dd/mm/yy):	01/03/21
Function:	Insurance	Job Location:	Home Based
Department:	Chief Actuary	Site Location:	Enbrook, Folkestone

Work Level Descriptor:

As an experience data and modelling professional, I run a technical team operating as Business Partner to the Insurance Claims Operation, leading the team, setting the analytics agenda, juggling competing priorities and providing high quality modelling, analytics and insights at pace to support exceptional customer experience, business process efficiency and best in class management of costs for the Insurance business.

Job Summary:

I am responsible for my team's delivery of customer and commercial value using data science methodologies and tools for propensity, process best practice and cost/settlement modelling, as well as BI/MI production & reporting, visualisation and self service. I am also responsible for delivering key strategic initiatives, advancing capability and developing and delivering the vision for Claims Analytics.

In this job, I am accountable for:**Saga's Culture**

- Promoting a culture of curiosity to deliver best in class data, BI/MI and modelling insights for Insurance Claims
- Clear communication of insight, bringing actionable recommendations to the fore
- Facilitating and supporting open and collaborative relationships across Saga
- Building and supporting the personal and technical development of the Claims Analytics team
- Championing a robust, fail fast approach across modelling initiatives, and promoting excellence and best practice

Results Delivery

- Building, leading and driving customer and business value from a team of modellers, coders and analysts
- Prioritising and delivering modelling and BI actionable insights at precision pace
- Translating claims process and operational challenges into data driven solutions that support business decisions
- Development and delivery of advanced analytics modelling and data science initiatives for Insurance Claims to:
 - Improve customer experience
 - Provide top quartile colleague insight and business efficiency
 - Deliver market leading control of indemnity spend and cost leakage
- Identifying and promoting opportunities to further embed data, modelling and analytics
- Managing creation and delivery of efficiently produced regular MI and insights/visualisation including:
 - maintenance of BI reporting dashboards
 - driving efficiency through process automation and
- Actively contributing to Reserving, Solvency II and Reinsurance analytics/reporting to further enhance value
- Overseeing ad-hoc MI production and insights delivery at pace
- Supporting the wider development of Machine Learning based advancement of analytics within the business
- Management of priorities and workflow including to other internal and external stakeholders
- Networking and keeping a keen eye on market and competitor trends whilst continually looking for innovative ways to improve based on the latest trends and research

Governance

- Following Saga's our Governance and Business Code of Conduct, supporting the Group data strategy and always acting with integrity and due diligence
- Ensuring maintenance of high quality documentation (data dictionaries, claims processes and data flows) to minimise key person dependencies
- Supporting delivery of accurate and validated data & insights, compliant with both our Data Governance Framework

Regulatory accountability (incl SMCR)

Oversight and support for production of MI for regulatory reporting purposes

Key people and teams I work within and outside of Saga:

- Chief Actuary
- Claims Director and Claims Operation
- Reserving and Solvency Actuaries
- Group Data and analytics teams,
- Insurance Pricing teams
- Reinsurance partners
- IT (Claims, Insurance and Group), InfoSec, Change

People, budgets and other resources I am accountable for in my job:

- People Management of Claims Analytics Team (c.10 heads)
- Management of work with external suppliers

Operational skills relevant for this job:

- Strategic thinking
- Leadership and Engagement
- Stakeholder Management
- Change Management
- Great communication and technical presentation skills
- Strong problem-solving skills
- Pro-active, and focused on business objectives.
- Able to work under pressure to tight deadlines.
- Able to work in a flexible and agile environment

Primary IT Applications

- Strong SQL and/or Snowflake coding
- Advanced Excel
- Microsoft Word and Powerpoint
- Tableau

Relevant Statistical/Analytical Experience

- Radar/EMBLEM
- R
- Python
- VBA

Experience relevant for this job:

- Leading a technical team to deliver value
- Delivery of quality results, at pace, to deadlines
- Proven ability to explain complex problems in simple terms
- Mathematical & Statistical Modelling
- Machine Learning & AI
- Enterprise-class analytics tools and analytics
- Programming and query languages (SQL/Snowflake)
- MS Azure data storage, management & analytics apps
- Data visualisation tools eg Tableau.