



Job Description – Operations Manager

Department

Management

Location

Croydon / mobile in clients' offices

Company Background

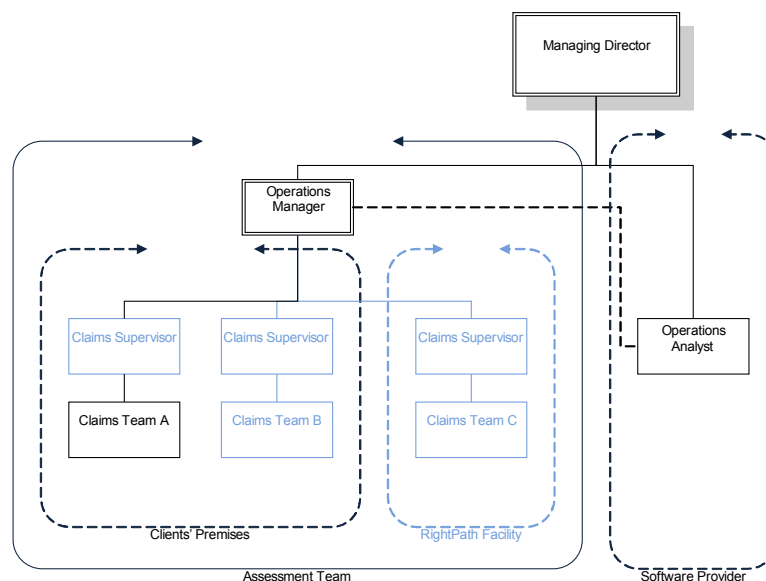
Established in 2007, RightPath Insurance Solutions Ltd. is a fresh, new and innovative company. They are producers of a new and extremely valuable software application for travel insurance claims that has already been adopted by the likes of AXA Assistance. It is now being used to support high-profile brands such as Lloyds TSB and American Express. There is currently no competitor software which allows for RightPath to adopt a unique and very strong market position.

RightPath are now looking to extend both their product range and service offerings to strengthen its market positioning and to penetrate the outsource claims service market.

As part of its service extension strategy, RightPath are looking to provide a flexible claims solution that can sit within an existing claims facility. It will deploy its technology together with a (temporary) team for a period as agreed with the client. The temporary units shall be managed by a permanent and experienced management team within RightPath.

It is anticipated that the clients requirements will also extend into the need to provide a full outsource claims solution, at which point a permanent team shall be set-up.

Organisational Structure



*Light-blue markings indicate subsequent stages of growth

Job Overview

To establish, grow and manage to exceptional level of performance, a branch of temporary/permanent claims assessment teams. These will initially sit within clients' premises and infrastructures (i.e. providing internal claims assessment support),but will extend to RightPath's own operations facility (i.e. on a full outsource capacity).

Starting off as a hands-on role, as the business grows the placement shall need to establish a framework of delivering service through a branch of supervised teams.

This job provides an excellent opportunity to join an ambitious and growing business with significant opportunity for career development for the right candidate.

Main Responsibilities

- Establish a highly systemised approach to creating, deploying and managing temporary claims teams within client's premises.
- Establish, manage and develop a new claims facility to accommodate full claims outsourcing.
- Ensure delivery of exceptional customer experience.
- Provide contribution and support to strategic direction of the business.
- Support Managing Director in acquisition of new business.
- Develop strong and fruitful relationships with clients and suppliers.
- Manage all human resource elements of the business.
- Motivate and develop staff.
- Monitor staff attendance, punctuality and productivity, taking appropriate corrective action where necessary.
- Maintain staff discipline and take appropriate action where necessary.
- Ensuring lean, but, adequate staffing levels, accounting for annual leave and staff rotas.
- Act as an ambassador for the business at networking/marketing functions.

Job Requirements

Personal Specification

- 'Can-do, will-do' attitude and an ability to accept ownership of tasks.
- An effective decision maker.
- Exceptional ability to work with people, getting both the most of them and the relationship.
- Assertive and confident in dealing with people at all levels.
- High degree of accuracy and attention to detail.

- A leader and motivator.
- Flexible approach to working hours, location and environment.

Skill Set

- Excellent customer service skills.
- Exceptional communication skills (written and verbal).
- Excellent negotiation skills with the ability to resolve dispute.
- PC skills – Word (essential), Outlook (essential), Excel (essential), PowerPoint (essential), OneNote (desirable), Groove (desirable).
- Experience of interpreting and producing reports.
- Sound understanding of call centre dynamics.
- Good understanding of travel insurance market.
- Ability to coach and train others.
- Good time management skills.

Experience

- Experience of leading a team of 15 or more, within a call centre environment.

Qualifications / Education

- Formal (CII) qualifications not essential, but are desirable. However, as part of a Learning Organisation, the willingness to learn and develop is fundamental.

Key Contacts

- External – Customers, clients (insurers / outsourcing claims facility), recruitment companies.
- Internal – Managing Director, Operations Analyst, Claims Supervisors, Claims Assessors

Working Environment

- Croydon / clients' offices.

Working Pattern

Core hours are Monday – Friday 09:00 – 17:00, but, as an outsource service provider the ability to offer services that matches clients' needs is essential and so flexibility will be required.

Remuneration

Max. salary incl. bonus: £42,500

Basic salary: Up to £34,000

Bonus: Up to 25% of salary based on business performance.

Contact Information

A copy of C.V. and covering letter should be submitted to:

vacancies@rpisolutions.com

or

Andrew Commins
RightPath Insurance Solutions Ltd.
PO Box 242
Wallington
Surrey
SM6 8UP