



Job Description - Operations Analyst

Department

Management

Location

Croydon / mobile in clients' offices

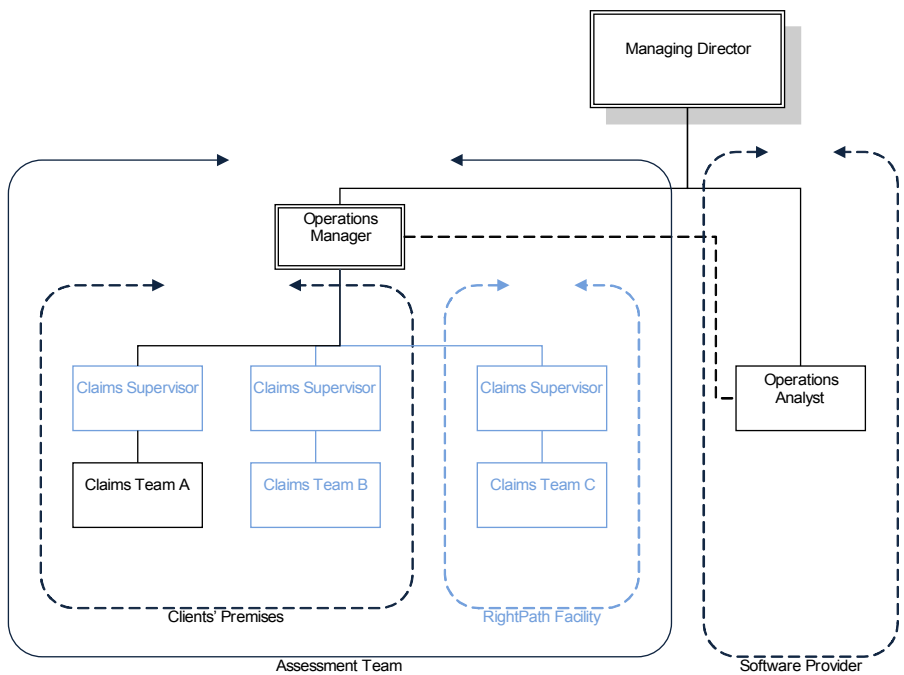
Company Background

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 product extension strategy, RightPath are looking to extend the client base for its current application (ATICS) as well as provide further rules-based decision tools for other business classes and functions.

Organisational Structure



*Light-blue markings indicate subsequent stages of growth

Job Overview

To support new product development and the deployment of the entire product range. They shall also provide a support role for the Operations Manager.

This is an excellent opportunity to join an ambitious, growing business at a time that allows the candidate to position themselves as a pivotal member of the Management Team. There is genuine and significant growth opportunity for the right candidate, particularly if they prove an aptitude toward the software development.

Main Responsibilities

- Conduct client needs analysis.
- Design and maintain documented product blueprints.
- Contribute to product development.
- Provide client training on use / deployment of software.
- Provide client support in implementation management.
- Support the Operations Manager in whatever capacity required.
- Develop strong and fruitful relationships with clients and suppliers.
- Support Managing Director in acquisition of new business.
- Provide contribution and support to strategic direction of the business.

Job Requirements

Personal Specification

- 'Can-do, will-do' attitude and an ability to accept ownership of tasks.
- A keen eye for the design of effective, efficient and timely processes.
- Extremely high degree of accuracy and attention to detail.
- High regard for procedure and orderliness.
- Flexible approach to working hours, location and environment.

Skill Set

- Able to gain quick apprehension of unfamiliar business processes.
- Ability to breakdown and interpret complex process/decision trees and document them into workflow diagrams.
- Excellent ability to coach and train others.
- Good apprehension of the technical nature of travel insurance claims.
- Good understanding of travel insurance market.
- Good time management skills.

- Good understanding of computers and networking.
- PC skills - Word (essential), Outlook (essential), Excel (essential), PowerPoint (essential), Visio (desirable), OneNote (desirable), Groove (desirable).

Experience

- 3 or more years travel claims experience (essential).
- Experience in documenting procedure (desirable).
- Experience in process redesign (desirable).

Qualifications / Education

- Bespoke software is used for product development and so full training shall be provided.

Key Contacts

- External - Customers, clients, prospects, suppliers.
- Internal - Managing Director, Operations Manager, 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

Salary range: £20,000 - £28,000 dependent on background and experience.

Contact Information

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

vacancies@rpisolutions.com

or

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