

JOB DESCRIPTION FOR THE ROLE OF:

Claims Vendor Management Specialist (M/F/D)

Munich / Lisbon

LE PERFECT MATCH!

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Claims Vendor Management Specialist (M/F/D)

Munich or Lisbon

Branch Description

Location Munich or Lisbon

Role Description

Title Claims Vendor Management Specialist (m/w/d)

Responsibilities

- Promote a customer centric agenda when it comes to third party providers
- Ensure at all times that our engagement, use, and management of claims vendors remains aligned with the standards set by our regulators
- Review and scrutinise the due diligence submissions from our vendors
- Help draft, negotiate and govern European third party vendor contracts
- Help define and continually develop the service standards required from our vendors by working with our partners in the claims and underwriting teams across Europe ensuring our vendors deliver the service our customers expect
- Support the vendor governance cycle including audit programmes and support the European Vendor Manager in developing in country vendor oversight committees.
- Collaborate with our data teams to establish, implement, and manage data reporting to performance manage and measure service provision
- Help maintain the Group Claims Vendor Framework ensuring any *Important Business Services* which are discharged by the claim vendors are mapped and that our resiliency obligations are documented and regularly tested
- Develop and research new corporate relationships with existing and potential service providers who demonstrably align with the brand promise.
- Support a team-wide adoption of digital tools covering contract management; due diligence and invoice payment.
- Unlock, track, and report on further value and innovation from our vendors during the lifecycle of the contract.
- Derive and own on-going service improvement initiatives with third parties and the wider company

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Claims Vendor Management Specialist (M/F/D)

Munich or Lisbon

Educational Background

Higher education

Degree level education, preferably in Law or closely related subject

Professional Experience

Experience

- Must have experience and knowledge of the insurance industry either from within an insurer, a regulator or law firm
- Contract Experience – ability to draft and comprehend complex contracts
- Experience of using analytical techniques to interpret data and build subsequent service improvement plans
- Experience in building relationships to create a supplier management culture throughout a supply chain
- Experience in developing service standards to deliver a brand's service vision

Personal Characteristics

- Strong personal presence and impact
- German native speaker, full professional proficiency in English
- Creative, proactive, logical and innovative – you do not accept the status quo
- Highly results driven with the energy and determination to succeed in a very fast paced environment
- Demonstrate a commitment to quality, service and problem management

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