



AmTrust

AmTrust International – Role Profile

e1	Job Title	Outsourcing officer
2	Function & Business Unit	Operations, Specialty
3	Location	Dublin
4	Direct & Indirect Reporting Line	<u>Direct Line Manager</u> Head of Operational Risk & Resilience, ASL, London
5	Direct & Indirect Reports	<u>Direct Reports</u> None <u>Indirect (dotted) Reports</u> None
6	Committee Roles	<u>Chair</u> None <u>Member</u> None
7	Key Stakeholders	Delegated Oversight Claims IT Procurement
8.	Date Reviewed & Agreed by Line Manager & Post holder	April 2025

Position Overview

Oversight of the business's compliance with its Outsourcing Frameworks. Reporting on business adherence and ensuring appropriate frameworks and KPIs are in place to measure. Maintain the company Outsourcing Register, monitor and escalate and risks relating to Outsourcing partners.

Essential Job Functions:

- Responsibility for the oversight of the business's ongoing compliance with its Outsourcing Frameworks.
- Supporting the above with appropriate reporting, analysis and commentary.
- Co-ordination of annual reviews of the Outsourcing Frameworks, ensuring that they remain fit for purpose and in line with current regulatory requirements.
- Maintenance and governance of Frameworks and standards, aligning with the groups policies and risk appetites.
- Ownership, coordination, and management of company Outsourcing Register.
- Working with shared service teams, Delegated Oversight and Vendor Management/Procurement to make sure material outsourcing provides have appropriate SLAs in Place
- Monitoring of SLAs to help with business oversight of performance against accepted tolerances in these areas.
- Engagement with all required key stakeholders across the business to monitor Outsourcing tolerance levels and the implementation of any remediation plans and activities.
- Input into the design and development of standard reports used across the business to ensure these meet user needs, follow a consistent approach to presenting data and are accurate.
- Comply with AmTrust procedures, policies and regulations as relevant to remit.
- Ensure completion of all mandatory and job specific training requirements in line with the required time frames.
- Complete the required number of hours of Continuing Professional Development (CPD) as it pertains to your role and applicable qualifications and ensure this is logged in Workday.
- Fully participate in all applicable fitness and proprietary and Performance Review processes. Promptly advise your line manager/HR as to any matter that may be relevant and/or impact your ability to perform in your role.
- Other duties may be assigned in order to meet the on-going needs of the organisation

Qualifications, Experience, Competence:

Qualifications

Business management degree or similar professional qualification.

Experience

- Relevant experience of working in an Outsourcing, Delegated Oversight role – Essential.
- Strong knowledge of financial services regulatory requirements e.g., CBI regulations, GDPR – Essential.
- Proven knowledge of; outsourcing and the latest regulatory requirements.
- High levels of organisation and attention to detail.
- Strong communication and interpersonal skills and experience of dealing with key senior and executive stakeholders.
- In depth knowledge of risk management frameworks.
- Proven track record of working in flexible environment.
- Experience of proactive delivery of project deliverables.
- Prior experience of working in a managerial capacity in a role combining the development and oversight of governance processes and data analysis.
- Insurance experience desirable but not essential.

Functional/Technical Competencies

High level of computer literacy - strong Excel skills essential.

Presentation skills particularly the ability to present complex data and findings at senior executive level.

Appreciation of Outsourcing principles and practices

Knowledge of insurance regulation desirable but not essential.

Core AmTrust Behavioural & Professional Competencies (Management)

Leading Others: Leads by example; enables and empowers the team to perform at their highest level through establishing clear objectives and providing meaningful direction; ensures everyone understands their part in achieving department and business goals; facilitates delivery and supports the removal of barriers; engages in regular two-way dialogue and provides regular and candid feedback and coaching; is fair and consistent in the management of the team; promotes equality and opportunity; recognises contribution and celebrates success; fosters a positive and high performing environment.

Business Acumen: Understands core insurance principles and the terminology and practices of the business as appropriate to their role; ensures that their team understands the connection between their own work and other areas of the business; is aware of external industry and environmental factors and the impact that these may have on the organisation; is innovative in outlook and determines the appropriate risk and reward balance in driving meaningful business results.

Relationship Management & Customer Focus: Builds and maintains strong internal and external customer and other strategic / provider relationships; effectively identifies and considers customer needs while balancing business needs; makes decisions that add value for the customer; ensures responsibility for and delivery against agreed service levels and commitments; strives to deliver excellence and innovates to deliver solutions; ensure that everything that we do complies with all Treating Customers Fairly (TCF) principles.

Risk Management: Is able to identify, prevent and / or mitigate through effective controls or timely remedial action common areas of business risk for their functional or business area; establishes and maintains an appropriate control environment; ensures the timely reporting of any risk related matter to the appropriate party; takes responsibility for and drives continuous improvement in the management of risk.

Collaboration: Demonstrates respect and integrity in all collaboration with others; works with rather than competes with others in the business to achieve company goals; builds trust through open communication and transparent agendas; adapts style and messaging appropriately; seeks out and listens to the opinions of others; promotes an inclusive culture that values diversity.

Continuing Professional Development: Proactively keeps up to date with regulatory and professional changes; ensures that both they and the team maintain the required knowledge and skills to perform in post and undertake all required / mandatory training; encourages and facilitates an environment of continuous learning and self-improvement; puts measures into place to ensure annual Continuing Professional Development (CPD) obligations are achieved as appropriate to both self and team.

AmTrust Values: Able to demonstrate and role model AmTrust's values: Excellence, Innovation, Integrity, Responsibility, Inclusion and Teamwork.

Conduct Rules: Acts at all times in accordance with the Conduct Rules (see above)

Apply: If you are interested in applying for the role, please send your CV to recruitment@amtrustgroup.com