



Claims Manager

Role level 5

About Aon

Aon Corporation is the leading global provider of risk management services, insurance and reinsurance brokerage, and human capital consulting. With more than 50,000 colleagues worldwide, Aon readily delivers distinctive client value via innovative and effective risk management and workforce productivity solutions. Aon's industry-leading global resources and technical expertise are delivered locally through more than 500 offices in over 120 countries.

What is the Aon Colleague Experience?



Being a part of Aon means making a difference – every moment, every day – across the globe.

- It's knowing that your work **makes a difference** – for our clients, our colleagues and our communities.
- It's working every day **with the best** – people who are knowledgeable, passionate, conscientious, and innovative.
- It's understand that you **own your potential** – to develop your skills, grow your career, and expand your reach across businesses and geographies
- It's **being valued** for who are you are and what you bring to the firm – appreciation and recognition for your contributions, tools and resources to let you do your best work every day, a comprehensive total rewards package, and the encouragement to be your authentic self at work.



About the role

Aon Risk Solutions, is currently looking for a Claims Manager to join the team in our busy Claims Division in Dublin. Reporting to the Claims Director, the successful candidate will form part of the leadership team in the division, acting as a technical referral point in respect of complex claims, with involvement in a number of key client relationships.

A very important aspect of the role will be the leadership and development of the team to enable every member to develop their full potential as part of an enthusiastic group dedicated to delivering excellent client service, while developing and implementing best in class processes and procedures, underpinning our offering to clients.

Key Duties and Responsibilities

- Acting as a member of the claims leadership team, supporting the Claims Director in development and implementation of best practice in claims administration.
- Emphasis on best in class Consumer Protection Code and GDPR practices.
- Leading and motivating the team to develop full potential.
- Acting as a subject matter expert and referral point for technical claims queries for the team, with particular focus on policy coverage.
- Developing and maintaining relationships with senior people in the industry, and senior colleagues within the Company.
- Representing Aon with major clients and with prospects.
- Working with Team Leaders to ensure all administration and systems are properly maintained, including review of systems and processes.
- Participating in educational programs and opportunities provided and sharing of knowledge gained with colleagues, and encouraging and supporting the team to do likewise.
- Interaction with Aon client account brokers on management of relevant processes and policy issues arising, in particular for major accounts.
- Willingness to take other duties as they arise.

About You

The successful candidate will likely:

- Possess a minimum of 10 years relevant experience, preferably including motor, property and liability claims,
- Hold a professional qualification (ACII/FCII) or have considerable progress towards attaining this.
- Must be 'Accredited' under the Minimum Competency Requirements, and provide evidence of CPD returns from 2009 to date.
- Excellent leadership, organisational, administration and communication skills
- Team player and the ability to work on own initiative
- Strong computer and administration skills
- Have a strong customer focus and a keen eye for detail
- Be a self-starter with strong interpersonal skills, a strong team leadership ethic and ability to prioritise workload and deliver on objectives.



What you can expect from us

If you are interested in applying for this position, please forward your CV and cover letter to recruitment.ireland@aon.ie . Please reference the job title in the subject.

Closing date for applications is _____

Aon is an equal opportunity employer. Individuals are selected on the basis of their abilities and merits to perform the tasks required. Our policy is to be fair and consistent in all aspects of our business. We recognise respect and value differences and diversity. We embrace equality as part of our normal way of doing things because we believe that it is the right thing to do for our people, our clients and our success.

All applications received will be dealt with confidentially and subject to the company recruitment and selection processes.