



**ISLAND
LIFE
ASSURANCE**

Date: 25/11/21

WE ARE NOW HIRING: TECHNICAL MANAGER – LIFE OPERATIONS (TMLO/ILA/21)

ILA is looking to hire an experienced **Technical Manager** to head its new Business, Claims, Policy Servicing, Reassurance and Customer Service units.

REPORTING TO THE CHIEF EXECUTIVE OFFICER, THE TECHNICAL MANAGER – LIFE OPERATIONS WILL HEAD THE NEW BUSINESS, CLAIMS, POLICY SERVICING, REASSURANCE AND CUSTOMER SERVICE UNITS. HE/SHE WILL:

- Oversee the day-to-day operations of the department.
- Prepare and implement the departments' strategic plan, annual budget and action plans.
- Provide technical expert advice, supervise and review the production of all technical-related documentation.
- Drive a strong culture of control and accountability, through the implementation of measurable customer-centric performance indicators.
- Implement and roll-out an effective customer-service journey to diligently manage the customer experience.
- Constantly review and adjust business processes and control mechanisms to ensure an efficient and seamless business flow.
- Build and maintain an engaged and performance-driven team through coaching, while adopting a participative approach.
- Prepare technical, financial, HR and any other reports within prescribed timeframe.
- Ensure compliance with regulatory and legislative requirements and maintain a collaborative relationship with regulatory authorities.
- Assist in setting up and maintaining a risk management framework.
- Carry out market research and prepare analysis reports.
- Drive the digitization transformation process of the Company.
- Assist in the implementation of IFRS 17.

CANDIDATE PROFILE:

- Partly qualified member of a professional insurance or actuarial body, with a degree in Financial Services or Actuarial, with at least 5 years' experience at managerial level in the Life Assurance sector.
- Fully qualified member of a professional insurance or actuarial body (ACII, AIA, etc.) with at least 3 years' experience at managerial level in the Life Assurance sector.
- In-depth knowledge of technical, commercial and regulatory aspects of Life Assurance Business.
- Excellent communicator, with an ability to partake efficiently in negotiations.
- Organized and efficient team player, able to influence at all levels.
- Strong interpersonal and customer-service orientation.
- Self-motivated and results-oriented with strong organizational and analytical skills.

If you feel you have the right profile for the job, please submit your application at recruitment@currimjee.com quoting **TMLO/ILA/2021**.

The deadline for submission of all applications is the **8th December 2021**.

Island Life Assurance Co. Ltd

Corner Leoville L'homme & Sir William Newton Streets, Port Louis, Mauritius
T. 217 6900 | F. 217 6901 | customer.service@ila.mu | www.ila.mu