

**DOUGLAS
JACKSON**

CASE STUDY

**HEAD OF CLAIMS - MOTOR
INSURANCE**



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Search Details:

This was a confidential search with the incumbent of the position having already handed in notice. The hiring manager did not want word getting out that they were leaving as there had been a lot of change in senior leadership over the 12 months prior.

This role was vital to the operation and the hiring manager needed someone who was hands on in terms of operational management whilst also having the strategic ability to develop the claims strategy and drive process and continuous improvements to create a leaner more efficient operation which ultimately provides a better service through in what have been challenging times for the organisation.

John committed to providing an 'extended shortlist' half way through the initial search period, to give the Hiring Manager comfort that the search was progressing in the right direction.

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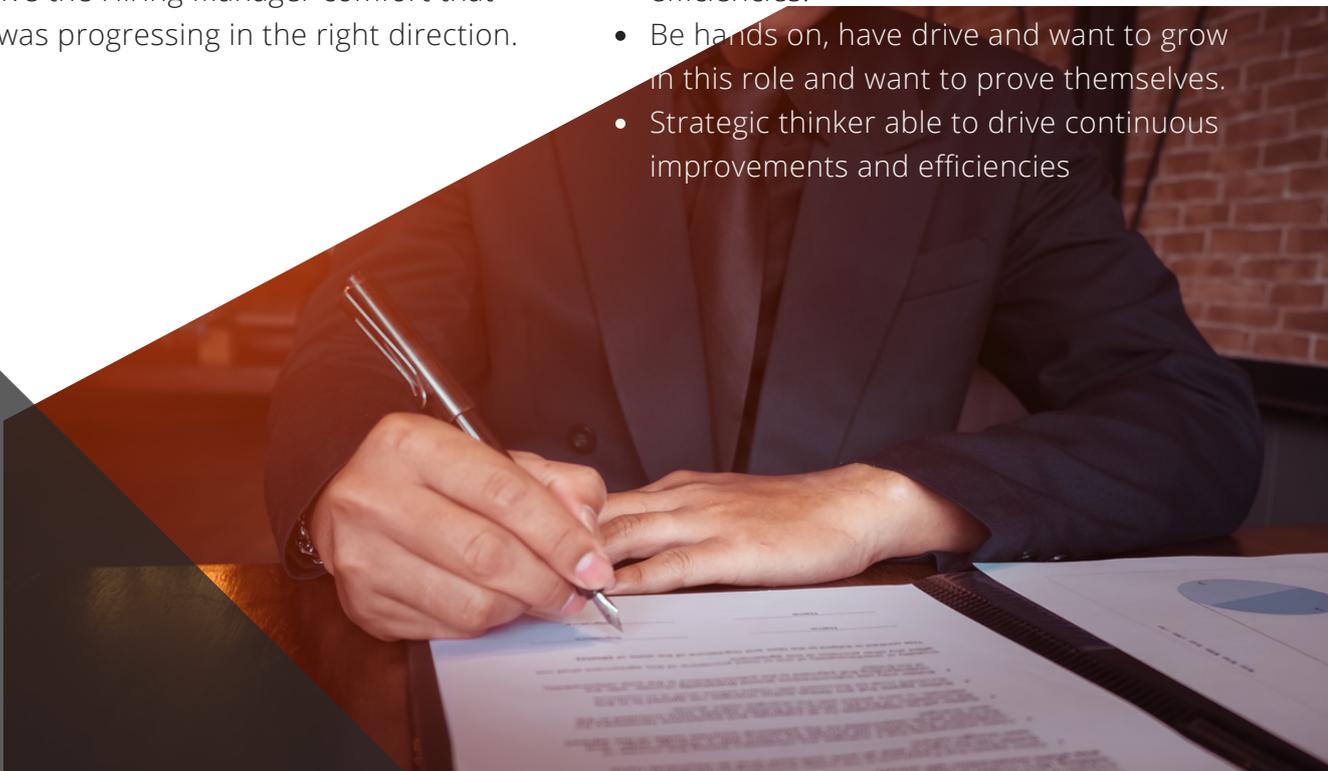
Client: A Global Provider or Business Process, Outsourcing and Claims Management

Role: Head of Claims - Motor Insurance

Salary: £six figure package

Requirements

- Responsible for client relationships, claims operations, compliance, process efficiency and increasing profitability.
- Pragmatic, commercially sound, willing to learn, take the problems away, bring the team together.
- Team culture and values are really important.
- Fast paced environment and the post holder will have to think on their feet, they will look for
- improvements in process as well as looking at ways to maximise P&L through efficiencies.
- Be hands on, have drive and want to grow in this role and want to prove themselves.
- Strategic thinker able to drive continuous improvements and efficiencies



HEAD OF CLAIMS MOTOR INSURANCE

Search Details continued...

Due to John's extensive industry knowledge, John knew that what the business was looking for could be found, and also that there were some very good quality candidates who could be a potential match against the brief. John also knew that the geographical location would make it difficult to find the right skillset to travel into the office 5 days a week with a lot of the areas being in striking distance of London and the salary on offer not the most competitive in the market so opportunity for candidates had been limited.

The Hiring Manager had also given the name of some competitors who they had previously had people from and have worked well within their organisation and had advised that the desirable person would ideally possess similar behavioural traits to this person – a 'can do' attitude, energetic, ambitious and resilient.

Due to his extensive network, John knew the current head of claims in that organisation and was able to talk directly with them, as part of the process. John pulled together a long list of candidates relatively quickly, by visiting his own talent pools of individuals. John regularly 'keeps in touch' with leaders that he deems to be 'high potential' and 'top talent'.

John extended the network by speaking with professionals recommended for the role by his network and did a deep search via LinkedIn to discuss the role with the top professionals in the market. he then went through everyone 'on paper' and started to identify who had the skill sets and personal behaviours that more closely matched the brief that was given.

Having conducted further telephone screening, John then refined the long list to a shortlist of 5 candidates, and without divulging candidates' names, gave the client details of: employment history, job titles, relevant skills, personality traits, qualifications, and geographical location, and then presented this back to the client after a 14-day period of commencing the search. All 5 candidates were discussed in full during a conference call with the client, and then 3 candidates were chosen to move forward with between the Hiring Manager, Head of Recruitment and John.

John then arranged face to face interviews with the candidates, in order to go through skill sets and behaviours in more detail, and to give full disclosure as to who the client was and therefore gaining interest from the candidates for the role, and for the client. John really was looking for somebody who was pragmatic, logical, and somebody who looks for a challenge.



Claims

HEAD OF CLAIMS MOTOR INSURANCE

Result:

The 3 chosen candidates were a close match for the role and keen to move forward with the client and so were submitted as part of the final shortlist.

The interview process with the client was completed, with Douglas Jackson gathering feedback from both client and candidate after the case and managing the overall process – this was a confidential role due to the incumbent moving on to pastures new and the level of change at senior level in the 12 months prior.

A final decision was made within 24 hours of the last candidate being interviewed and after negotiating with HR around the commercials, a suitable offer was made to the candidate and the offer was subsequently accepted.

More than 6 months in and the individual has already had a significant impact in the business, having to step up another level and developing and driving a new claims strategy.

