

## UK Operations Lead

### London (hybrid)

#### About BMS Group

BMS is a dynamic, independent, global broker established in 1980, delivering specialist insurance, reinsurance, and capital markets advisory services. We are a global brand with offices located across the US, Canada, Latin America, Australia, Europe and Asia with both a strong, local focus and understanding of market needs.

Our teams are respected globally for their specialist market knowledge, intelligent analysis and insight. Our people strive to be 'the best in class' and with an innovative approach and their entrepreneurial thinking, our clients truly benefit from better solutions to policy development and placement.

Being independent makes a key difference to our clients, giving our brokers the freedom to deliver the best solutions, tailored to meet their business needs. Coupled with our collaborative team approach, single platform worldwide and renowned personal service, we are the independent broker of choice.

#### Summary of Position

We are seeking an individual with proven experience within the London Market insurance sector, specifically in Technical Account Handling and team leadership. The successful candidate will bring strong technical knowledge, excellent communication skills, and the ability to work positively and professionally with colleagues, clients, and external market bodies.

#### Key Responsibilities & Accountabilities

- Provide technical support to UK Specialty, including resolving queries related to Whitespace and PPL.
- Build and maintain Contract Builder templates and create MRC contracts, providing guidance and training to teams as needed.
- Act as a key business representative for User Acceptance Testing (UAT) for Contract Builder and Workbench.
- Manage, lead, and present UAT sessions to business stakeholders.

BMS Group Ltd

- Act as a key representative within the Company Working Digital Group, providing leadership, guidance, and support to colleagues while actively contributing to the direction and progress of the group's initiatives.
- Develop and maintain strong external relationships with market partners including Artificial, Lloyd's, LIIBA, Whitespace, and PPL.
- Experience and technical knowledge to support the setup and onboarding of new teams.
- Actively contribute to the BMS Apprentice Programme by providing mentoring, training, and technical guidance to support apprentices' professional development, attending and leading check-ins throughout each rotation to ensure progress, engagement, and continued learning.
- Serve as a role model for learning and development, advocating for mentoring and sharing technical expertise across the business.
- A key point of contact for Monthly Check-Ins with Team Leaders, ensuring effective collaboration, providing ongoing support, and assisting in resolving issues where guidance or escalation is required.
- Support BMS Portfolio Solutions and UK Speciality by providing technical guidance on the Property Auto Follow programme, contributing to its ongoing management, enhancement, and future development.
- Demonstrate a consistently supportive and collaborative approach, particularly during peak business periods, with a willingness to go above and beyond for colleagues.

## What we're looking for

### Personal Attributes

- Positive, approachable, and professional manner.
- Strong communication skills and the ability to build trust and collaboration.
- Effective people management and time management capability.
- Comfortable with change, proactive in adopting new solutions, and committed to continuous improvement.

- Confident using systems and contributing to the development of BMS Workbench and other operational tools.
- Positive approach to the company's digital transformation journey, supporting the evolution and integration of new systems and processes.
- Open-minded and adaptable, with the ability to support the business when unexpected challenges or new topics arise.

**London Market Knowledge**

- Strong understanding of London Market guidance, including MRC v3 (Market Reform Contract v3).
- Demonstrable experience creating, reviewing, and maintaining Market Reform Contracts.

**Broking & Market Processes**

- Hands-on experience using Electronic Trading Platforms such as PPL Next Gen and/or Whitespace.
- Ability to create and maintain contract templates, with deep knowledge of Open Market and Delegated Authority business including Binding Authorities and Lineslips (bulking and non-bulking).
- Solid understanding of broking systems and market processing, including Xchanging, A&S, and ECF.
- Experience managing Mid-Term Broker Changes, including the full process between a Lloyd's Broker and Xchanging.

**Compliance Knowledge**

- Understanding of Client and Market TOBAs, Due Diligence procedures, and broader compliance requirements for Insureds, Reinsureds, Markets, Clients, Sanctions & Audits.

## What's in it for me?

This is a permanent role, offering a competitive salary and bonus, 27 days holiday, plus access to our personalised benefits platform, Your Rewards, including:

- comprehensive private medical cover for you and your dependents
- complimentary annual health checks
- access to a virtual 24hr GP
- gym subsidy & dedicated wellbeing support
- retail discounts
- opportunity to purchase equity
- defined contribution pension
- extra day's leave to celebrate your birthday

Through our Diversity, Equity and Inclusion (DEI) vision, we are committed to 'building a culture of belonging for all, valuing diverse perspectives and embracing authenticity.' As such, we have created our 'BMS Together' programme, with dedicated training, collaborative committees and intentional partnerships. In support of our ESG vision, we offer two additional paid days each year to take part in charitable work.

BMS offers flexible and hybrid working policies and we're happy to discuss options with you upon application. Please let our team know if you require any adjustments to support you through the application process.