

Role Profile

Position Title	Bordereaux Associate
Location	Brighton
Reports To	Manager – Mapping Team
PRA/FCA Approved Person Category(ies)	N/A
Date	March 2024

Overall role

1. **Bordereaux Management and reconciliation for all classes of business and portfolios.**
2. **Demonstrate knowledge by facilitating the upload of high-quality bordereaux data.**
3. **Support for any Solvency II related activities as requested or required.**
4. **To embed Treating Customers Fairly (TCF) and Conduct Risk within the business**
5. **Have an awareness of Data Protection legislation, including the Data Protection Act and the General Data Protection Regulations.**
6. **Continuous improvement of processes, tools and productivity.**

Key Responsibilities and Competencies

1. **To retrieve, reconcile and map bordereaux from 3rd parties into Riverstone's chosen bordereaux management solution.**
 - a) Monitor bordereaux tracking report to establish status of bordereaux.
 - b) Examine slip and understand how syndicate has placed their stamp.
 - c) Determine which bordereaux need mapping and uploading to VIPR.
 - d) Retrieve bordereaux from 3rd party repositories.
 - e) To reconcile and map incoming bordereaux to the business.
 - f) Effectively manage workload and time management over 6 portfolios.
 - g) Follow quality control guidelines throughout bordereaux management process.
 - h) Adhere to the escalation process for all bordereaux queries.
 - i) Raise all appropriate queries where further information is required. Ensure all queries/issues are logged and raised to Delegated Authority team.
 - j) Maintain knowledge of market issues.
 - k) Comply with all internal controls and procedures.
 - l) Complete and report on ad hoc projects/tasks allocated by senior management.
 - m) To attend and present weekly updates to management around bordereaux management status for various syndicates and classes of business.

2. Provide assistance with any Solvency II related activities as requested or required.

- Maintain an understanding of and comply with all relevant FCA/PRA/Lloyds regulatory requirements. Keep abreast of developments and changes.

4. To embed TCF and Conduct Risk within the business.

- Full knowledge of duties regarding treating customers fairly and Conduct Risk as set out in the TCF and Conduct Risk strategies.

4. Have an awareness of Data Protection legislation, including the Data Protection Act and the General Data Protection Regulations.

- On a temporary or permanent basis, you may be required to undertake other duties in addition to, or in substitution of, those listed in this role profile

Direct Reports

None

Internal Relationships

All departments

External Relationships

Brokers, Cedants, Cover holders and TPA's

Authority to Act for the Company

As detailed in the Claims Procedures Manual

Conduct Rules

- You must act with integrity
- You must act with due care, skill and diligence
- Except in relation to whistleblowing, you must be open and cooperative with the FCA, the PRA and other regulators in line with procedures agreed with your line manager
- You must pay due regard to the interests of customers and treat them fairly
- You must observe proper standards of market conduct where applicable

Conduct Standards

All employees are expected to abide by the RiverStone Code of Conduct



RiverStone
International

Knowledge

- The operation of international insurance markets with particular regard to run-off
- Company and departmental processes and procedures
- Company and market claims systems
- Law and practice relating to claims adjusting

Skills

- Communication
- Negotiation
- Analysis
- Diligence
- Interpersonal
- Decision making

Confirmed as an accurate description of the function

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Role Holder

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Date

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Manager

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Date