

**SKILLS FRAMEWORK FOR FINANCIAL SERVICES  
SKILLS MAP - UNDERWRITING MANAGER**

<b>Sector</b>	Financial Services				
<b>Track</b>	Operations				
<b>Occupation</b>	Underwriting Executive				
<b>Job Role</b>	<b>Underwriting Manager</b>				
<b>Job Role Description</b>	<p>The Underwriting Manager is responsible for providing leadership and guidance to the underwriting team. He/She assesses and evaluates applications of prospective customers and assesses the risks posed by clients to the company. He reviews assigned cases to provide underwriting decisions based on organisation guidelines and ensures the team is meeting customer satisfaction levels and deadlines. He drives the relationships with customer servicing teams to ensure information on business rules and processes are provided as required. His duties require managing intermediaries, internal underwriters and external customers in a dynamic context.</p> <p>The Underwriting Manager possesses strong analytical and numerical skills and is familiar with various risk assessment software. He is a strong communicator and is comfortable engaging with a variety of stakeholders as a technical specialist. He is highly logical, able to comprehend complex amounts of information and make judgements to drive decision making.</p>				
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	Devise underwriting strategies and perform underwriting	<b>Key Tasks</b>		
			Perform technical underwriting for General Insurance classes and all Life Insurance products		
			Review technical underwriting for insurance products		
	Oversee insurance products development and improvement	Provide insights on insurance market environment and competitors	Oversee idea-generation sessions on special deals and plans with product team		
		Assess product performance based on customers' feedback to propose improvement strategies	Perform analyses and modelling for reinsurance		
		Oversee policies and processes	Improve current underwriting methodology and rules		
	Manage key business stakeholders	Revise policy coverage and terms to accommodate customers' needs	Revise underwriting standards to ensure alignment with the organisation's guidelines		
		Perform audit activities of ceding companies as appropriate	Manage relationships with important customers to ensure their requirements and customer service delivery standards are met		
		Manage escalated and referred complaints from customers	Maintain good relationships with customers throughout underwriting process to achieve an optimal outcome for both customers and organisation		
		Conduct root cause analysis to identify complaint trends and propose solutions to mitigate conflicts			
	<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
		Business Environment Analysis	Level 4	Problem Solving	Advanced
		Business Negotiation	Level 4	Interpersonal Skills	Intermediate
		Business Performance Management	Level 3	Decision Making	Intermediate
		Continuous Improvement Management	Level 4	Teamwork	Intermediate
		Contract and Vendor Management	Level 4	Transdisciplinary Thinking	Intermediate
Credit Assessment		Level 4			
Credit Risk Management		Level 4			
Customer Experience Management		Level 4			
Data Collection and Analysis		Level 4			
Ethical Culture		Level 4			
Fraud Risk Management		Level 4			

	People Performance Management	Level 4		
	Policy Implementation and Revision	Level 4		
	Quality Assurance	Level 4		
	Regulatory Compliance	Level 4		
	Risk Analytics	Level 4		
	Underwriting Process	Level 4		
	Underwriting Profitability and Efficiency Management	Level 4		
<b>Programme Listing</b>	For a list of Training Programmes available for the Financial Services sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/financial-services">www.skillsfuture.sg/skills-framework/financial-services</a>			

The information contained in this document serves as a guide.