



STATEWIDE INSURANCE COMPANY LIMITED HUMAN RESOURCE AND ADMINISTRATION DEPARTMENT

JOB TITLE: HEAD OF CLAIMS

ORGANISATIONAL RELATIONSHIPS

- (a) Reports to:** Chief Executive Officer
- (b) Directly Supervises:** Manager Claims

MAIN PURPOSE OF THE JOB

To provide strategic leadership and guidance, and overall coordination of the Claims Department, such that the services are effectively and efficiently rendered to beneficiaries

KEY RESULT AREAS AND RESPONSIBILITIES

Result Area 1: Planning and organizing for the provision Claims

- (i) Coordinate the formulation of consolidated work plans, budgets and strategies for the provision of Claims services
- (ii) Participate in the development and maintenance of appropriate systems, procedures and standards for the effective and efficient delivery of Claims services
- (iii) Oversee and coordinate the provision of the required facilities and resources for Claims services
- (iv) Determine performance targets for the Manager Claims

Result Area 2: Leading the Claims Team

- (i) In liaison with the CEO and Head Human Resource, periodically determine the staffing structure that is appropriate for the effective and efficient provision of Claims services, and seek approval of the structure by SWICO top management and the Board
- (ii) Provide strategic guidance and support to the Manager Claims in the implementation of the activities of the Section

- (iii) Regularly assess the needs of the Manager and the other Claims staff for support in the implementation of planned activities, and liaise with the relevant departments for the provision of the necessary support
- (iv) Conduct periodic appraisals of the performance of the Manager Claims, against set targets; and take the necessary follow up actions to sustain or improve the performance
- (v) Periodically assess the capacity development needs of the Manager Claims, and other Claims staff and liaise with the Head Human Resource and Administration to see that the identified needs are appropriately addressed
- (vi) Conduct monthly meetings with the staff of the Department

Result Area 3: Managing the implementation of Claims activities

- (i) Ensure appropriate support in the assessment and management of (claims) so that exposure to the Company is minimized
- (ii) Ensure adherence to the established systems, procedures and standards in the delivery of Claims services.
- (iii) Participate in the effecting of improvements in the provision of claims services
- (iv) Ensure the maintenance of productive and profitable relationships with strategic partners such as the Regulators, Financial Institutions, Government Agencies
- (v) Authorize or sign-off departmental payments, in accordance with Company policies.

Result Area 4: Monitoring, Reporting and Development

- (i) Monitor the implementation of the planned activities of the Claims Department, and arrange for any necessary corrective or other actions
- (ii) Monitor the utilization of the financial and other resources provided to the Claims Department, and arrange for any necessary corrective actions
- (iii) Come up with ideas and suggestions for growth and improvement in insurance services provided by SWICO, and take them up with the (CEO) and the Top Management
- (iv) Attend divisional and Top management meetings and present reports in respect of Claims services
- (v) Represent the Technical Operations Division in various forums as and when delegated
- (vi) Prepare periodic reports on the activities of the Claims Department, to assist the Top Management Team and the Board to make strategic decisions

PERSON SPECIFICATION: *Head of Claims*

Minimum Academic and/or Professional Qualifications Necessary

A Professional Qualification from a Chartered Insurance Institute, at the level of Diploma CII or its equivalent

Additional Training/Qualifications/Certification Necessary

- A Master's Degree in Business Administration or Social Sciences or Arts

Minimum Experience and Exposure Necessary

A minimum of 10 years of progressive work experience in Underwriting, Claims or Reinsurance, with 5 of the years at a management level

Key Knowledge Required

- Good knowledge of the insurance industry
- Principles, theory and practice of insurance
- Knowledge of strategic management
- Knowledge of policy formulation
- Finance and risk management

Key Skills Necessary

- Negotiation skills
- Investigation skills
- Computer skills
- Good communication and listening skills
- Report writing skills
- Analytical and problem-solving skills
- Interpersonal/people skills

Other Qualities/Attributes

- Teamwork,
- Time management
- Innovation/creativity
- High level of integrity
- Result-oriented, with commitment to quality and thoroughness
- Accuracy and attention to detail.

Key Responsibilities and Duties for your attention.

1. Strategic Leadership and Departmental Management:

Direct, supervise, and mentor a multifaceted team of claims managers, supervisors, and dept. administrative staff. Foster continued education and professional development to keep staff abreast of emerging industry laws, precedents, and regulatory updates.

2. Complex Claim and Litigation Oversight:

Examine high-exposure, complex, or disputed claims, and confer with our legal department on matters requiring litigation/subrogation. Oversee investigations and establish final authorizations for claim settlements beyond standard adjuster authority levels.

3. Reserve Management:

Oversee reserve setting and adjustments to ensure reserve alignment with risk policies and actuarial projections. Analyze claims data, loss ratios, implement loss-mitigation strategies and advise underwriting on identified loss trends for relevant underwriting action.

4. Regulatory Compliance and Quality Assurance:

Ensure absolute adherence to statutory regulations, insurance contract terms, internal company procedures, and fair claims-handling practices. Audit claim files regularly to guarantee documentation accuracy, timely payments, and regulatory compliance.

5. Vendor and Stakeholder Relations

Manage key relationships with third-party administrators like shortlisted service providers, assessors, investigators, legal representatives etc.

N.B:

- The deadline for applying is 5:00pm on Friday 21st August, 2026
- Only shortlisted candidates will be contacted.
- Submit your application to recruitment@swico.co.ug