



Zurich is one of the world's leading insurance groups, and one of the few to operate on a global basis. Our mission is to help our customers understand and protect themselves from risk. With about 53,000 employees serving customers in more than 170 countries, we aspire to become the best global insurer as measured by our shareholders, customers and employees. We help individuals, small and medium sized companies and global corporations around the world understand and protect themselves from risk by offering a wide range of insurance products, solutions and advisory services.

### **Operations Performance & Governance Specialist (m/f/d)**

The Operations Performance & Governance Specialist monitors adherence to operational governance frameworks in order to ensure operational areas remain compliant with corporate, regulatory and legislative requirements to which the organization is expected to operate.

#### **Your Role**

- Overseeing Procurement Operations activities, including policies, procedures, due diligence, and third-party risk lifecycle management
  - Implementing, executing, and demonstrating adherence to policy and procedure requirements
  - Managing contracts in accordance with agreed processes, ensuring risks and contractual obligations are appropriately handled
  - Offering technical guidance to internal stakeholders
  - Ensuring compliance with relevant regulatory controls and standard work practices
  - Delivering remediation actions within assigned deadlines
- Providing services and advisory related to local Internal Control and Third-Party Management frameworks
- Executing operational Internal controls activities, including operational and design effectiveness, as well as conducting testing
- Minimizing risks and protecting assets
- Ensuring record accuracy, promoting operational efficiency, and encouraging adherence to policies, rules, regulations, and laws
- Maintaining functional and technical expertise, becoming a subject matter expert in these domains
- Providing data and analysis for reporting to support decision-making
- Internal Control framework: Support and contribute to establishing and delivering the internal control plan including performing validations and execution of controls. Oversee the management of remediation action plans, ensuring mitigation action plans are prepared and delivered in a timely manner.
- Strategic Risk Assessment: Ensure the effective assessment, management, and improvement of operational risk by meeting KRIs.
- Governance: contributes to the development and to the maintenance of comprehensive guidelines, policies and procedures.
- Third-Party management: support and contribute to Third-party privacy and IT security due diligence questionnaires.
- Business resilience: participates in disaster recovery activities and cyber resilience.
- Data solution delivery: Collaborate in designing and developing tools and solutions to process data and generate actionable insights.

- Cross functional support: provide support to other functions or departments, as needed to meet business objectives of the company.
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## Your skills and experience

- A bachelor degree in computer science IT or a higher professional education.
- Advanced expertise in IT infrastructure technologies and landscape (hardware, network security, telecommunications platforms, networks, security, etc.)
- Proficient in Microsoft Office, SharePoint, Microsoft Power Platform (Power Apps, Power BI, ...)
- Minimum 5 years of experience in IT, Operations, Risk Management within the Insurance industry.
- Solid understanding of Insurance
- Fluent in English and French is mandatory. German would be an asset
- Ability to implement change, identifying areas of improvement and mitigating risk of errors due to inefficient processes.
- Proven analytical and problem-solving skills.
- Capability to work independently and meet deadlines.
- Strong attention to detail while maintaining focus on the bigger picture
- A team player, willing to nurture and develop business relationships, assist and support co-workers.
- Flexible with work assignments with ability to manage priorities under tight timelines
- Timely and high-quality implementation of engagements
- Demonstrate accountability and commitment to corporate values

## We offer

- Full-time position in our friendly and motivated team in Luxembourg
- International working environment
- Compensation packages to high standard market rates
- A high standard Group health insurance & Pension plan
- Flexible working policy to support your work life balance
- Career path and opportunities within Zurich Group
- Executive Managers whose doors are always open
- A work model based on transparency and recognition
- Training & Development for upskilling your future experience