



Solarelle Insurance Pvt. Ltd.
1st Floor, H. Fathangumaage,
Sosun Magu,
Male', republic of Maldives

We're Hiring a Senior Manager - Technical

Position Name: Senior Manager - Technical	Announced On: October 15, 2026	Special Requirements:
Location: Solarelle Head Office, Male', Maldives	Application Deadline: October 24, 2026	

Solarelle Insurance Pvt Limited is a proudly Maldivian-owned general insurance company established in 2016, committed to delivering innovative insurance solutions, responsible risk management, and customer-centric service to individuals, businesses, and corporate clients across the Maldives.

As we continue to strengthen our market position and pursue our next phase of sustainable growth, we are seeking an accomplished insurance professional to join our leadership team as Senior Manager – Technical

This is a strategic leadership opportunity for a highly experienced General Insurance professional who possesses extensive technical knowledge, sound commercial judgment, strong people management capabilities, and a proven ability to translate technical operations into measurable business and financial results.

The Role

The Senior Manager - Technical will provide strategic and operational leadership across the Company's underwriting and claims functions, ensuring that both areas operate in alignment with Solarelle's overall business strategy, risk appetite, profitability objectives, and long-term sustainability.

The successful candidate will be expected to critically evaluate existing technical processes, identify operational and control weaknesses, strengthen underwriting discipline, enhance claims management practices, and implement practical, commercially sound solutions that improve the Company's overall performance.

A key priority of this position is to establish a profitability-driven technical operating model, ensuring that underwriting decisions, claims outcomes, risk management practices, and operational expenses contribute positively to the Company's bottom line without compromising prudent risk acceptance, customer service, regulatory compliance, or long-term business relationships.

We are looking for a strategic thinker and hands-on leader who can challenge conventional practices, identify opportunities for improvement, and work closely with senior management to build a more efficient, accountable, and sustainable technical operation.

Responsibilities

1. Strategic Technical Leadership

- Develop and implement comprehensive strategies for the Company's underwriting and claims functions in alignment with corporate objectives, annual budgets, business plans, and long-term profitability targets.
- Review the effectiveness of existing technical operations, identify performance gaps, and formulate actionable strategies to address weaknesses and improve overall business results.
- Establish a commercially focused technical management framework that balances business growth, risk quality, claims performance, operational efficiency, and profitability.
- Provide strategic recommendations to senior management on portfolio performance, risk exposure, underwriting capacity, claims trends, pricing adequacy, and emerging business risks.
- Lead continuous improvement initiatives to enhance technical governance, operational accountability, and decision-making quality.

2. Underwriting Strategy and Risk Management

- Lead the development, review, and implementation of prudent underwriting policies, guidelines, risk acceptance criteria, authority limits, and technical procedures across the Company's general insurance portfolio.
- Ensure that underwriting decisions are supported by appropriate risk assessments, adequate pricing, sound technical judgment, and a clear understanding of potential loss exposure.
- Evaluate underwriting performance across business classes and distribution channels, identifying underperforming portfolios, loss-making segments, pricing inadequacies, and opportunities for profitable growth.
- Strengthen underwriting discipline to ensure that premium growth is achieved through quality business selection rather than excessive risk exposure or unsustainable pricing.
- Review policy terms, conditions, exclusions, deductibles, warranties, and coverage extensions to ensure appropriate risk protection and effective management of the Company's exposure.
- Monitor underwriting results, loss ratios, claims frequency and severity, premium adequacy, portfolio concentration, and other key technical indicators.
- Identify opportunities to improve underwriting processes, reduce avoidable operational costs, and enhance productivity through better workflows, controls, technology, and technical expertise.
- Work closely with the Reinsurance function to ensure appropriate alignment between underwriting practices.
- Support the development and refinement of insurance products, underwriting methodologies, and technical pricing approaches in response to market developments and emerging risks.

3. Claims Management and Settlement Excellence

- Provide strategic and operational leadership over the Company's claims management function, ensuring timely, fair, technically sound, and cost-effective claims assessment and settlement.
- Establish effective claims handling procedures, settlement controls, escalation mechanisms, and performance standards to improve turnaround times and customer satisfaction.
- Review outstanding claims, aged claims, complex claims, major losses, and high-value exposures, ensuring that appropriate actions are taken to resolve delays and minimise unnecessary claims-related costs.
- Strengthen claims reserving practices, loss estimation, claims validation, fraud detection, recovery opportunities, and settlement decision-making.
- Monitor claims development patterns, loss trends, claims leakage, litigation exposure, and other factors affecting the Company's underwriting profitability.

- Ensure that loss adjusters, investigators, repairers, medical providers, legal advisers, and other external service providers deliver timely, reliable, and commercially appropriate services.
- Identify opportunities to minimise avoidable claims expenses, improve recovery rates, reduce unnecessary settlement delays, and control leakage without compromising legitimate policyholder entitlements.
- Ensure that claims decisions are consistent with policy wordings, contractual obligations, applicable regulatory requirements, and the Company's internal authority framework.
- Promote a customer-centric claims culture that protects the Company's reputation while maintaining disciplined, evidence-based claims decisions.

4. Profitability, Financial Performance and Cost Optimization

- Take ownership of the technical performance of underwriting and claims operations, with a clear focus on improving the Company's overall financial results.
- Analyse the relationship between premium income, claims costs, underwriting expenses, commissions, reinsurance costs, and other relevant financial indicators.
- Work closely with Finance and senior management to develop and monitor technical budgets, forecasts, business plans, and profitability improvement initiatives.
- Identify the root causes of adverse technical results and implement corrective measures supported by reliable data and measurable performance targets.
- Evaluate portfolio profitability by insurance class, customer segment, distribution channel, and other relevant business dimensions.
- Develop strategies to minimize loss ratios, expense efficiency, claims outcomes, underwriting quality, and the sustainability of the Company's combined operating results.
- Introduce appropriate technical performance indicators and reporting mechanisms to ensure accountability for underwriting and claims outcomes.
- Ensure that cost-reduction initiatives do not undermine essential risk controls, claims quality, regulatory compliance, or long-term customer relationships.
- Provide regular management reports and recommendations highlighting key performance trends, emerging risks, financial implications, and required management interventions.

5. Technical Governance, Controls and Process Improvement

- Conduct comprehensive reviews of existing underwriting and claims processes to identify operational inefficiencies, control weaknesses, inconsistent practices, and gaps in accountability.
- Develop and implement practical improvement plans with clear ownership, timelines, milestones, and measurable outcomes.
- Strengthen compliance with applicable insurance laws, regulatory requirements, internal policies, delegated authorities, and corporate governance standards.
- Ensure proper documentation, audit trails, technical approvals, claims records, and management oversight across both functions.
- Review underwriting and claims systems, management information, reporting accuracy, and data quality to support informed commercial decision-making.
- Introduce appropriate early-warning indicators and escalation mechanisms for adverse loss trends, unusual claims patterns, accumulation risks, and emerging portfolio weaknesses.
- Work with internal and external auditors, risk management personnel, and relevant stakeholders to address technical control findings and improve operational resilience.
- Promote the use of analytics, automation, and digital solutions to improve technical productivity, reporting, consistency, and cost efficiency.

6. People Management and Leadership Development

- Lead, motivate, and develop the underwriting and claims teams, building a high-performance culture founded on technical competence, accountability, professionalism, and commercial awareness.

- Establish clear departmental objectives, individual KPIs, performance expectations, and development plans aligned with the Company's business priorities.
- Identify capability gaps and implement targeted training, coaching, and professional development initiatives to strengthen technical expertise.
- Develop a culture in which underwriting and claims personnel understand the financial implications of their decisions and take ownership of their respective performance outcomes.
- Improve collaboration between technical teams and other business functions to support consistent decision-making and better customer outcomes.
- Identify and develop future technical leaders, strengthen succession planning, and reduce operational dependency on individual employees.
- Address performance gaps through constructive feedback, appropriate performance management, and structured capability development.
- Encourage innovation, professional integrity, sound judgment, and continuous improvement throughout the technical operation.

7. Strategic Support to Senior Management

- Act as a key technical adviser to senior management on underwriting strategy, claims management, portfolio profitability, risk exposure, and operational improvement.
- Provide well-founded recommendations on major underwriting decisions, complex claims, significant risk exposures, and emerging technical issues.
- Support annual business planning, budgeting, forecasting, and the development of strategic initiatives for sustainable business expansion.
- Contribute to the development of new products, market opportunities, underwriting capabilities, and improved technical service delivery.
- Translate technical findings into clear management insights, highlighting financial implications, alternative solutions, implementation priorities, and expected outcomes.
- Ensure that technical growth initiatives remain consistent with the Company's risk appetite, operational capacity, reinsurance protection, and profitability objectives.

Requirements

We are seeking a highly experienced and commercially minded General Insurance professional who can combine deep technical expertise with strategic thinking and strong leadership capabilities.

The ideal candidate should meet the following requirements:

Professional Experience

- Ideally, a minimum of **18 years of relevant experience in the General Insurance industry**, with at least **10 years in managerial or senior leadership positions**.
- Extensive experience in general insurance underwriting, claims management, or technical operations, with demonstrable exposure to both underwriting and claims functions.
- A strong understanding of the complete general insurance operating cycle, including risk assessment, pricing, policy issuance, claims assessment, reserving and technical performance monitoring.
- Demonstrated experience in managing teams, improving operational performance, and implementing strategic or organisational improvements.
- A proven ability to identify technical weaknesses, assess their commercial implications, and implement sustainable corrective solutions.
- Experience in managing underwriting and claims performance in a commercially competitive insurance environment.

Academic and Professional Qualifications

- A Master's degree in Business Administration (MBA), Management, or a relevant Management Degree.
- Insurance related Professional qualifications or relevant exposure in actuarial science, insurance analytics, risk modelling, or quantitative portfolio analysis will be an added advantage.
- A strong understanding of insurance financial performance, technical accounting, claims reserving, loss ratios, and profitability analysis is expected.

Technical and Commercial Competencies

The successful candidate must demonstrate:

- Deep knowledge of general insurance underwriting principles, risk selection, pricing adequacy, policy conditions, and portfolio management.
- Strong claims management capabilities, including complex claims evaluation, reserving, settlement strategy, claims cost control, and recoveries.
- A sound understanding of the relationship between underwriting performance, claims experience, reinsurance arrangements, operating expenses, and overall profitability.
- The ability to analyse technical and financial information, identify root causes of adverse results, and develop evidence-based solutions.
- Strong strategic planning, budgeting, forecasting, KPI development, and management reporting capabilities.
- Knowledge of insurance risk management, internal controls, regulatory compliance, and corporate governance.
- The ability to balance commercial growth with prudent risk management and sustainable profitability.

Leadership and Personal Attributes

- Excellent people management, communication, negotiation, and stakeholder management skills.
- Strong analytical thinking, commercial awareness, and independent decision-making capabilities.
- Demonstrated ability to lead change, challenge existing practices constructively, and deliver measurable operational improvements.
- A hands-on, solutions-oriented approach with the ability to translate strategic plans into practical implementation.
- High standards of integrity, professionalism, accountability, and ethical conduct.
- The ability to influence cross-functional teams and work effectively with senior management, business partners, reinsurers, brokers, and external service providers.
- A strong commitment to customer service, technical excellence, and continuous organisational improvement.

Key Performance Expectations

The successful candidate will be expected to establish measurable improvements in the following areas:

- Underwriting quality, pricing adequacy, and portfolio profitability.
- Claims turnaround times, outstanding claims management, reserving discipline, and settlement efficiency.
- Loss ratios, claims leakage, recoveries, and controllable technical expenses.
- Overall technical performance and contribution to sustainable bottom-line results.
- Effectiveness of underwriting and claims controls, processes, and governance.
- Quality and timeliness of technical management information and reporting.
- Employee productivity, technical competency, accountability, and leadership development.
- Implementation of strategic initiatives that close identified operational and performance gaps.



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- Performance targets will be established in alignment with the Company's business plan, portfolio characteristics, approved risk appetite, and management objectives.

Please note: An attractive and competitive remuneration package, inclusive of Staff Medical Insurance benefits, will be offered based on qualifications and experience.

Please note: Only shortlisted candidates will be contacted for interviews.

To Apply

Please send your complete CV, copy of National ID card, police report, educational certificates (attested), and reference letters on or before 24th October 2026 17:00 hrs.

HR & Administration Department
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