

Job Description: Head of Claims Management



Department: Claims Management

Job role overview:

The Head of Claims Management is responsible for leading the company's response to all product liability claims, product safety incidents, and regulatory investigations relating to the manufacturer's motorcycles, accessories, and associated products. The role also provides a key advisory function to the Engineering and Development team to ensure that due consideration is given to minimising future possible product liability concerns.

The role acts as the central point of coordination between Engineering, Quality, Legal, Customer Services, insurers, external legal counsel, and regulatory authorities to ensure claims are thoroughly investigated, risks are effectively managed, and the best commercial and legal outcomes are achieved for the business.

The position also plays a key role in managing relationships with global product safety authorities and overseeing field actions, safety campaigns, and product recalls where required, including responsibility for reporting to relevant national authorities in an accurate and timely manner.

Through externally managed programs the role is also key to championing best practice in terms of communication and professional report writing across the organization internationally.

Report to: General Manager – Homologation and Technical Publications

Location: Factory 2 Hinckley

Duties and Responsibilities:

- Lead the investigation and resolution of all product liability claims, allegations, and litigation involving company products.
- Establish robust processes for the intake, assessment, investigation, and management of product-related claims globally.
- Oversee the collection, preservation, and management of evidence relating to vehicle incidents and product failures.
- Coordinate technical investigations with Engineering, Quality, and external experts.
- Manage relationships with external legal counsel and technical specialists.
- Act as the primary company interface with product liability insurers and brokers.
- Manage claims notifications in accordance with insurance policy requirements.
- Work closely with Engineering, Quality, Manufacturing, Aftersales, and Customer Services teams to determine root causes of reported incidents.
- Ensure timely technical investigations into alleged product defects and safety concerns.
- Act as the company's lead representative with national and international vehicle safety agencies and market surveillance authorities.
- Manage responses to regulatory enquiries, investigations, information requests, and compliance reviews.
- Responsible for company submissions to authorities including defect reports, technical analyses, and incident investigations.
- Manage and co-ordinate any recall actions across multiple markets ensuring statutory notification is undertaken in a timely manner.

Person Specification: Head of Claims Management



	Essential	Desirable
Qualifications and Attainments	Educated to Degree levels in a Legal or Engineering subject	
Professional Experience and Skills	Demonstrated experience working with insurers, legal teams, and external investigators Experience managing product liability claims within the automotive, motorcycle, aerospace, consumer products, or manufacturing sectors. Experience leading complex cross-functional investigations. An appreciation and understanding of the commercial impact of their decisions	Experience engaging with agencies such as NHTSA, Transport Canada, European market surveillance authorities, and other international safety regulators. Full motorcycle licence and experienced rider
Personality and Motivation	Self-motivated and resilient. Able to take instruction and work under pressure. Exceptional written and verbal communication. Proven experience in presenting confidently to Senior Leadership Leadership and team development Attention to detail and evidence-based analysis	
Appearance and Characteristics Circumstances	Well presented.	