



**Position:** Chief Human Ressource Officer - CHRO  
**Company:** PassportCard Germany  
**Location:** Hamburg  
**Reports to:** CEO

**About us:**

PassportCard is a market leader in the travel insurance and International Private Medical Insurance (IPMI) and has been leading the way in smart health insurance, developing high-end technological solutions and innovative customer-oriented services. It has a strong worldwide presence, with operations in over 100 countries, offices in Europe, the US, the Middle East and Australia, and R&D labs in Zurich and Tel Aviv. In early 2018 the operation in Australia was launched under the brand name of TravelCard.

In 2019 we will launch our operation in Germany and I am at the moment hiring the best people who wants to join a global and growing company, with a great working culture and a very unique business model

PassportCard has introduced a new holistic approach to travel and medical insurance with no out-of-pocket expenses, no paperwork and no long claim process. It is the world's first travel and medical insurance solution that facilitates payout in real time \* on the spot when the customer really needs it.

PassportCard award winning technologies and innovations:

- 2014 PhocusWright - The Most Innovative Emerging Company
- 2014 & 2016 THE APAC EMMA'S Innovation in Global Mobility
- 2016 MEDICI Top 7 InsurTech Startups in Tte EMEA
- 2016 ITIJ Best Specialist Service Provider
- 2018 LMI's 5 stars ranking for Travelcard's claims service in Australia

PassportCard is a Joint Venture between White Mountains and DavidShield Group. White Mountains is a holding company with business interests in P&C insurance and reinsurance. The Group is listed on NYSE (WTM). DavidShield is a Managing General Underwriter (MGU) as well as a Third-party Administrator (TPA) for global medical insurance.



### **Key Responsibilities**

- Develop a robust recruitment strategy and selection process and guidelines that will attract and retain the best people in the market place, including the creation of a detailed onboarding program.
- Manage the onboarding process for new staff, including preparing new employment paperwork, Employment contracts and welcome program.
- Create and develop job Descriptions.
- Establish and advise on workforce strategies.
- Manage end-to-end recruitment function for all roles, working alongside the relevant hiring manager.
- Ensure recruitment activities are within timeline and budget.
- Continue to position and develop PassportCard Germany as a "Great place to work"
- Secure and develop a business culture that drives high staff retention.

### **Employee Engagement**

- Implement staff engagement and pulse surveys and ensure high participation and initiate action points if needed.
- Identify and Implement strategies for continuous improvement of employee engagement, employee experience & satisfaction and constructive, transformative culture in the organisation to support the business to achieve its strategic objectives.
- Drive and support PDP's (Personal Development Plans) with the individual people.

### **Organisational Culture**

- Develop innovative strategic and operational methods to create, support and maintain the desired organisational culture and an excellent employee journey and experience to ensure we have a company culture where it is a "Great place to work".
- Build a team that primarily & foremost believes and behaves in accordance with the values and culture of the company, while all staff respect individual diversity.
- Create and promote an environment that encourages participation, creativity, and learning by sharing best practice and building on the ideas of others within the local, interstate and international teams.
- Encourage and drive celebration of successes and wins.



### **Remuneration, Benefits and Payroll**

- Ensure payroll is completed accurately and to deadlines, budget limits and regulatory standards.
- Lead and manage responsibility for payroll processing, ensuring legal compliance and minimal error rate.
- Investigate and resolving pay queries
- In conjunction with Managers, plan, implement and regularly review the various incentive plans and benefits across the company.
- Oversee remuneration review processes.

### **Performance Management**

- Set-up a robust and aligned performance management tool that are designed and aligned to deliver the outcomes of the individual and our business plan.
- Drive performance management and succession planning activities.
- Coach and assist managers with employment relations and performance matters.
- Ensure all staff receive appraisals in accordance with company policy and monitor probationary periods.

### **Training, Learning and Organisational Development**

- Preparation and development of training resources, and the delivery of training when required.
- Assist line managers with preparation and delivery of training programs and cross company knowledge transfer.
- Support PDP's for senior managers to ensure continual professional development and business excellence including involvement of third parties where needed.

### **Contact details:**

David Smeaton  
E-Mail: [David.smeaton@passportcard.de](mailto:David.smeaton@passportcard.de)  
PassportCard Deutschland GmbH  
Hamburg