



## Role Profile

**Position:** Credit Controller, **Germany**  
**Reporting to:** Lisbon Shared Services Manager  
**Location:** Lisbon  
**Type:** **Permanent**  
**Internal only – Job Band A**

## About Hiscox

### Who are we?

Hiscox, a FTSE 250 company domiciled in Bermuda since 2006, is a leading specialist insurer covering a diverse portfolio of personal and commercial risks. With 100 years of underwriting heritage, we now have more than 1000 staff, with offices in 12 countries. In 2010, the Group controlled a gross premium income of £1.43 billion with a pre-tax profit of over £210 million.

As a market leader in our chosen areas of business, we cover risks that range from marine, terrorism, aerospace, technology, media and professional indemnity through to high value personal insurance, such as homes and contents, fine art, bloodstock and kidnap and ransom.

We are not a mass producer of insurance policies but focus on key areas of expertise and strength. We specialise in protecting people with unusual and often complicated insurance needs.

There are three main underwriting parts of the Group. Hiscox Global Markets, Hiscox UK and Europe, and Hiscox International:

- **Hiscox Global Markets** underwrites mainly internationally traded business in the London market – generally large or complex business which needs to be shared with other insurers or needs the international licences of Lloyd's
- **Hiscox International** includes operations in Bermuda and Guernsey and Hiscox USA.
- **Hiscox UK and Hiscox Europe** offers a range of specialist insurance for professionals and business customers, as well as high net worth individuals

### Our business philosophy

#### The best people

Any business is only as good as the people it employs. We aim to employ the best people to produce the best insurance solutions and deliver the best service possible.

#### The best clients

Hiscox has three vital questions for every risk - "Who is the insured? Who is the insured? Who is the insured?" Who we insure is crucially more important than what we insure. Whatever the business, be it a global oil company or a one man professional practice, we are interested in the management and how the business is run. Our belief is that the good insured always pays too much, and the bad insured too little. By seeking out the good insured and avoiding the bad, we are able to offer wide cover at reasonable premiums.



## **Innovation**

All of our products have been designed with our customers' specific needs in mind. Creative use of technology has also improved distribution and enabled us to respond even more quickly and effectively to our customers. Unlike many of our competitors, Hiscox really is an organisation that thrives on change.

## **Hiscox Europe**

Hiscox Europe covers Belgium, France, Germany, The Netherlands, Spain and Portugal. The current FTE headcount is around 225 and the total number of people is around 240.

As a business we generate sales of around 155€m per annum via two main product streams "Art and Private Client" (high net worth private households, personal fine art and public and personal collections) and "Professional, Specialty and Commercial" (which provides insurance products to small to medium sized businesses).

Most of our business is conducted through other businesses, Insurance brokers, or through other financial services businesses such as banks.

Hiscox Europe operates under a "matrix" in which functions and geographies are mutually supportive and may mean that reporting lines and physical locations may be in a different country from the region being served.

## **The Role**

The main objectives of this role are to support our German team manage their clients and ensure that bills are paid on time and any debts recovered.

## **Key Responsibilities**

- Post any payments on to the debtor system in order to ensure the correct reporting of our cash and debt positions
- Distribute monthly statements and correspondence of over due accounts to our clients and resolve any questions so that bills are settled promptly
- Resolve queries from underwriters and queries from brokers by e-mail, letter, and phone.
- Discuss with brokers the status of unpaid policies by phone and e-mail.
- Undertake ad hoc reports and projects to develop the credit control service across Hiscox and improve, standardise and automate processes where possible
- Reconciliate bank transactions with your Finance colleagues
- Edit commissions annual declaration for brokers

## **Key Requirements:**

### **Person Specification**

You will ideally

- You will have a Baccalaureate qualification, gained at 18 years of age

- Excellent written and verbal communication skills are required in German. You will need to be a strong and confident telephone manor as it will be essential that you can speak to clients in German speaking countries. C1
- An ability to speak English is also required C1
- You would need to be able to explain your findings in a simple way that does not mislead or confuse.
- Have strong interpersonal and relationship building skills; able to influence and persuade others
- Have experience in commercial negotiations; being patient and respectful to our clients and then professionally firm and determined to recover debts.
- Be a organised, efficient and logical in the way you carry out your work
- Results driven, with the energy and determination to succeed in a very fast paced environment where the pace and quality of response is critical to success

### **Professional**

- It is highly recommended that you have some experience of working in the German insurance market, in finance or debt recovery team or a role within a commercial environment. This could include work experience as part of a training programme but needs to have been a role where you are in contact with external clients
- Evidence of an interest in a career in credit control, finance, insurance or shared services is highly recommended
- You will be able use Microsoft Outlook, Excel, and ideally PowerPoint and Word, to create your own reports and analysis. Training to develop your IT skills can be provided.

### **What you should be aware of**

Hiscox operates on a matrix team basis. In this role you will have a local manager in Lisbon and you will also have “client managers” in Munich. Additionally you will be part of the overall Hiscox European team. Managing these relationships will be critical to your success.

As you will see from page 1 we have two types of business – APC and PSC, and you will need to adapt your style and techniques to suit each type and then again to meet the needs and personality of our individual clients who will range from professional companies to private individuals.

### **Travel**

In this role you will be likely to travel to our European Offices – mainly Munich or London for training or meetings 2 or 3 times per year.

### **Career Progression**

In the earlier stages of your career at Hiscox, success will be rewarded by organic growth of your role and the credit control team in Lisbon as you develop your skills to manage larger clients or projects.



In a medium term you could handle a dedicated book of brokers and partners. Develop and maintain strong interpersonal relationship links with them to enable us to get debt settled in a timely manner.

In the longer term you could move into a Finance accounting role or into a bigger role supporting the management of the Lisbon shared services centre.