



## Role Profile

**Position:** Finance Administrator, France  
**Reporting to:** Finance Team Leader Shared Services  
**Location:** Lisbon  
**Salary:** €11,000 – €13,000 per year, plus lunch allowance  
**Type:** Permanent Band A  
**Start Date:** March

## 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 French speaking teams manage their debtor and ledger.

### **Key Responsibilities**

- Profile documents daily received by type of task
- Post any cash transactions on to the debtor system in order to ensure the correct reporting of our debt and account positions
- Post invoices and bank transactions in ledger
- Assist the Credit Controllers in various administrative tasks; running legal chasing letters to our debtors, transferring non recovered debt to lawyers company, daily checking of alert reports
- Process the Direct Debit batch and run letters further rejected transactions
- Distribute monthly commission statements to our brokers

## **Key Requirements:**

### **Person Specification**

You will ideally

- You will have a Baccalareate qualification, gained at 18 years of age or equivalent
- Proficient in written French, ability to converse
- Competent in English
- Good interpersonal skills with the ability to work as a member of various teams
- Focused attention to detail and accuracy
- You would need to be able to explain your findings in a simple way that does not mislead or confuse. Other European languages - Dutch, Spanish or German would be welcome
- Be a organised, efficient and logical in the way you carry out your work

### **Professional**

- You will ideally have some short experience of working in finance or debt recovery team. This could include work experience as part of a training programme but is not essential
- Evidence of an interest in a career in finance, credit control, insurance or shared services is required
- You will need good computer skills including Microsoft Outlook and Excel skills. 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 and team in Lisbon and you will also have “client managers” in Bordeaux. Managing these relationships will be critical to your success.

### **Travel**

In this role you will be likely to travel to our European Offices – mainly Bordeaux, Paris, Brussels, London or Munich for training and meetings 1 or 2 times per year.

### **Career Progression**

In the earlier stages of your career at Hiscox, success will be rewarded by organic growth of the European team in Lisbon and the overall growth of Hiscox Europe.

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

## **Why Hiscox?**

This is a fantastic opportunity to join Hiscox during a time of focused growth where you will have the remit to make a real difference.

Hiscox offers an environment where you are encouraged to grow with the team and this is an exciting time to be joining this fast growing organization. There will be plenty of opportunity for on the job career development within a supportive environment.

Hiscox is a company that invests on its employees training. You are encouraged to develop/learn on areas you feel you can improve. Hiscox was classified as the best place to start a career by the magazine *Exame* in Portugal. With a European role you are likely to visit most of Hiscox offices across Europe to meet the business as well as provide training.

Finally, but very important to highlight, Hiscox has a great working environment where you are encourage to communicate actively with the management teams.