



## Role Profile

**Position:** Administrator – France  
**Reporting to:** Lisbon Shared Services Manager  
**Location:** Lisbon  
**Type:** Permanent

### 1) About Hiscox

Hiscox, a FTSE 250 company domiciled in Bermuda since 2006, is a leading specialist insurer with a diverse portfolio of personal and commercial risks. With 100 years of underwriting heritage, we now have more than 1,100 staff, with offices in 12 countries. In 2009, the Group controlled a gross premium income of £1,435.4 million with a pre-tax profit of £320.6 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 London Market, Hiscox UK and Europe, and Hiscox International:

- **Hiscox London Market** 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 offering a range of specialist insurance and reinsurance
- **Hiscox UK and Hiscox Europe** offers a range of specialist insurance for professionals and business customers, as well as high net worth individuals.

### 2. Hiscox Europe

Hiscox Europe covers Belgium, France, Germany, the Netherlands, Spain, Portugal and Sweden. The total number of people in our European business is around 200.

As a business we generate sales of around 140€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.

**The Role**

The main objectives of this role are to support our French Team in managing their Policy administration process by providing an efficient, high quality administrative service.

**Key Responsibilities**

The work of the team follows a set process, for a variety of different administrative tasks and this will include

- Scanning / profiling incoming work items, letters, faxes or forms into our computerised system
- Data entry
- To process automatic account renewals and batch instalments
- To print, process and despatch standard letters and emails as required
- To support data cleansing and mass change processing projects
- Keep the relevant KPIs updated

**Key Requirements: Person Specification**

You will ideally

- You will have a Baccalaurate qualification, gained at 18 years of age or equivalent
- Proficient in written French C1 (European Level)
- Competent in English.
- Good interpersonal skills with the ability to work as a member of various teams
- Focused attention to detail, accuracy and Quality

**Professional**

- You will ideally have some experience of working in an office environment, ideally in a multi national, multi lingual environment. This could include work experience as part of a training programme but is not essential
- Evidence of an interest in a career in administration, 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**

The team support our business across Europe and we work in English, Dutch, French, Spanish, Portuguese and German. Your contacts will be with other Hiscox employees so your foreign language skills need not be “mother tongue” but you will need to be able to speak, read and write with confidence.

The role would suit someone who has left school or college and has gained some basic work experience as full training will be provided. We would welcome applications from experienced candidates too. You will also spend a significant amount of time undertaking data entry

**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 supervisory role, as the Shared Services Centre grows or into a more specialist professional role as the service develops.