

Role Profile

Position: Administrator – UK
Reporting to: Policy and Claims administration Shared Service Centre Team Leaders
Location: Lisbon
Type: 6 months

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 11 countries. In 2010, the Group controlled a gross premium income of £1,671 million with a pre-tax profit of £211.4 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.
- **Hiscox SSC in Lisbon**
Hiscox started in 2009 a Shared Service Centre based in Lisbon from which several European processes are processed: Policy and Claims administration, Finance, Desk Underwriting, MI and Pricing.

The Role

The main objectives of this role are to support our UK team in managing their Policy and Claims 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

- Data entry in different tasks as profiling documentation into different systems
- Scanning / profiling incoming work items, letters, faxes or forms into our computerised system
- Keep the relevant KPIs updated
- Liaise in a professional manner with external and internal customers using the most appropriate medium, e.g. telephone, email, letters etc.
- Follow procedures and guidelines to ensure client's service standards are met in accordance with SLA.
- Adheres to Hiscox quality standards i.e. error rate.
- Manage, prioritise and process own workflow/inbox.
- Operates within own area of accountability, escalating issues and seeking guidance when required.
- Analyse and interpret information received and action accordingly.
- Maintain and develop own technical knowledge and expertise.

Key Requirements: Person Specification

You will ideally

- You will have a Baccalaureate qualification, gained at 18 years of age or equivalent
- Proficient in written English ability to converse C1
- Knowledge of any other language would be an advantage
- Good interpersonal skills with the ability to work as a member of various teams
- Focused attention to detail, accuracy and Quality is key.

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 UK 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 in the first months (very repetitive tasks) but there is the potential to grow in responsibilities after 12 months.

Career Progression

In the earlier stages of your career at Hiscox, success will be rewarded by organic growth of the Shared service team in Lisbon and the overall growth of Hiscox Europe and UK. In the longer term you could move into other roles, as the Shared Services Centre grows or into a more specialist professional role as the service develops.