|  |  |
| --- | --- |
| **Job Title** | Premium and Credit Control Executive |
| **Reporting to** | FinOps Team Manager  |
| **SMCR/CERT role** | N/A  |
| **Department** | Financial Operations |
| **Revision Date** | September 2023 |

**Position overview**

Reporting to the FinOps Team Manager, the purpose of this role is to manage the review and processing of multiple declarations for a portfolio of schemes. Ensuring, through accurate analysis, that the Service Level Agreements are met in accordance with the agreed Terms of Business in place for each scheme; to meet the internal and external demands of our high volume and complex arrangements.

**Essential Job Functions**

* Accurately review and process declarations
* Query any incorrect/fluctuating declarations to the point of resolution
* Raise and process invoices and credit notes where required
* Preparation of weekly and monthly reconciliations
* Credit control duties with respect to outstanding declarations and/or payments
* Provide support to the team and other departments with regards to any claims/premium related queries and information requests
* Ad-hoc project work
* Assist with the preparation of the Group annual audit and client specific audits where appropriate

**General**

* To carry out all work in accordance with agreed service standards and FCA regulations
* Comply with procedures, policies, and regulations as applicable
* Ensure completion of all mandatory and job specific training requirements in line with Group policy
* Complete the required number of hours of Continuing Professional Development (CPD) as it pertains to your role and applicable qualifications
* Other duties may be assigned to meet the on-going needs of the organisation

**Key Performance Indicators**

*Firm’s Objectives:*

Arc Legal Group is one of the UK’s leading providers of legal expenses insurance. Our business model for legal expenses insurance involves outsourcing the legal conduct of claims to top quality law firms. An over-riding principle is maintaining high standards of honesty and ethics in all that we do. Other key elements of our business objectives include:

* Provision of market leading products and services
* Service excellence, technical expertise, rapid response and clear and straightforward communications
* Investment in systems and infrastructure to support all areas of the business
* Strong financial management and close control of costs
* Ensuring profitability for Arc and our commercial partners
* Treating customers fairly

**Qualifications, Experience and Competence**

* Excellent verbal and written communication
* Strong analytical skills and attention to detail
* Excellent time management skills and ability to prioritise a demanding workload
* Good business acumen for problem solving
* Confidence to own tasks without supervision
* Experience of using all Microsoft Office programs

**Core Behavioural & Professional Competencies** –

**Results Driven:** Displays energy, determination, and a sense of urgency to get the job done; understands the importance of meeting deadlines to achieve objectives; takes responsibility for organising own workload to ensure goals are met; identifies barriers or issues that might impact adversely on getting the job done and is proactive and innovative in resolving problems and finding solutions; strives for excellence.

**Adaptable & Open to Change**: Demonstrates a willingness to adapt and change according to circumstances; is able to comfortably handle ambiguity and changes in priorities; identifies the requirement to demonstrate flexibility for the wider benefit of the department and the business; supports change and the drive to continuously improve.

**Relationship Management & Customer Focus:** Builds and maintains strong internal and external customer and other relationships as relevant to role; is able to effectively understand and support customer needs while balancing business needs; takes responsibility for meeting agreed service levels and other commitments.; strives to deliver excellence and innovates to deliver solutions; ensures that everything that they do complies with all Treating Customers Fairly (TCF) principles.

**Risk Management:** Is able to understand and identify common types of business risks for their functional or business area; actively supports the maintenance of an effective control environment; takes timely remedial action as may be required to prevent or minimise loss; proactively escalates risks to the appropriate party; supports continuous improvement in the management of risk.

**Collaboration:** Demonstrates respect and integrity in all collaboration with others; works with rather than competes with others in the business to achieve company goals; builds trust through open communication; adapts style and messaging appropriately; seeks out and listens to the opinions of others; supports team building and an inclusive culture that values diversity.

**Continuing Professional Development:** Proactively keeps up to date with regulatory and professional changes; maintains the required knowledge and skills to perform in post and undertakes all required / mandatory training; ensures that annual learning and development plans and Continuing Professional Development (CPD) obligations are achieved.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the on-going needs of the organisation.