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| 1. | Job Title | Credit Control Team Lead |
| 2. | Function & Business Unit | Specialty |
| 3. | Location | Nottingham / Dublin |
| 4. | Hiring Entity | Amtrust management Services |
| 5. | Insurance Distribution Directive (IDD) Continuing Professional Development (CPD) Requirements | IDD CPD - in scope (no) |
| 6. | Committee Roles | Chair   * none   Member   * None |
| 7. | Direct & Indirect  Reporting Line | Direct Line Manager  Credit Control Manager  Indirect (dotted) Line Manager  none |
| 8. | Direct & Indirect Reports | Direct Reports  none  Indirect (dotted) Reports  none |
| 9. | Applicable Conduct Rules | Individual Conduct Rules   1. You must act with integrity. 2. You must act with due skill, care and diligence. 3. You must be open and cooperative with the FCA, the PRA, CBI and other regulators. 4. You must pay due regard to the interests of customers and treat them fairly. 5. You must observe proper standards of market conduct. 6. You must act to deliver good outcomes for retail customers[[1]](#footnote-1). |
| 10. | Key Stakeholders | Finance  Underwriting  Claims  Wider Operations Dept |
| 11. | Last Review Date | Jane Butler – 26/09/2025 |

**Position Overview**

To be responsible for the day to day running of the Specialty Credit Control Team across Ireland and UK. Including management of all cash receipts and cash payables on a monthly basis, escalating any cash issues to the BDX manager.

To ensure adequate and appropriate resources (processes and people) are in place to manage the Credit Control Function across the Specialty business.

To manage the reporting of aged debt across AmTrust Specialty.

To manage the reporting of all unallocated cash across AmTrust Specialty

To ensure all amounts owing to the group are collected and to ensure all reasonable steps are taken to enforce collection.

Engage with the IPP project team and assist with the implementation of new Credit Control system.

Ensure that the team monitor, chase and escalate all overdue debt.

Manage the reduction of historical aged debt and unallocated cash balances.

Support the Credit Control manager on projects and deliverables on an ad hoc basis.

Travel between Ireland and UK will be a requirement of this role.

**Essential Job Functions**

* Managing the monthly Cash allocation process for both receivables and payables
* Production of Monthly MI for senior stakeholders
* Support and Coach the Credit Management Analysts
* Conduct regular one to one meetings with the team
* To assess and communicate department priorities via regular team meetings
* Thorough understanding of the CBI, rules and guidelines in relation to General Insurance, as well as other regulatory/legislative subject matters such as data protection
* Other duties may be assigned in order to meet the on-going needs of the organisation

**Qualifications, Experience, Competence**

**Qualifications**

* Intermediate knowledge of MS office, Word and Excel
* Industry relevant qualification

**Experience**

* 3 -5 years’ experience in a Credit Control environment (preferably in the Insurance or Financial Services sector)
* 1-2 years’ experience of leading a team
* Reconciliation experience

**Functional/Technical Competencies**

* Excellent communication skills
* Good facilitation skills
* Analytical approach to work
* Proven leadership abilities to manage and motivate a team
* Ability to manage change within the department and react promptly to new business needs
* Ability to liaise with colleagues, auditors and regulators to accurately detail the function of the department

**Business Competencies:**

* Leadership Capabilities
* Customer & Market Insight
* Management & Motivation
* Teamwork
* Models Company Values
* Managing Change
* Managing Performance
* Business Competence & Technical Knowledge

**Core AmTrust Behavioural & Professional Competencies (Employees)**

**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 all our customers are treated fairly and receive good outcomes in accordance with our regulatory requirements.

**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.

**AmTrust Values**: Able to demonstrate and role model AmTrust’s values: Excellence, Innovation, Integrity, Responsibility, Inclusion and Teamwork.

1. applicable from 31 July 2023 [↑](#footnote-ref-1)