

Premia UK – Role profile – Credit Control Manager

<p>Overview</p>	<p>Premia Managing Agency Limited (PMAL) specialises in the management of discontinued insurance and reinsurance portfolios. Formed in 2020, the managing agency has assumed responsibility for a number of run-off insurance portfolios.</p> <p>We are seeking a Credit Control Manager to lead a small team within our Lloyds Managing Agency. The successful applicant will take ownership of premium collection activities, which includes:</p> <ul style="list-style-type: none"> • devising and maintaining our strategy for ensuring timely collection of balances due • day to day management of team and supporting outsource partners • ensuring that processes to manage our premium collection are efficient, well controlled, fit for purpose and aid delivery of our technical business plan. <p>This role is suited to either someone with managerial experience in running a Credit Control function within the Lloyds market, or someone with relevant experience ready to make the step up into managing a small team.</p> <p>We offer hybrid working, with the successful applicant expected to attend the London office approximately 40% of the time, or more should business requirements dictate.</p>
<p>Key responsibilities (for inclusion in job description)</p>	<p>The successful applicant will own premium collection activities, ensuring that balances due are identified and action plans for collection implemented and delivered. You will manage the team member(s) and actively participate in carrying out tasks. You will also have a good working knowledge of Lloyds processes, and will provide expertise to support and deliver operational improvement initiatives.</p> <p>Responsibilities include:</p> <ul style="list-style-type: none"> • Ownership of premium collection for PMAL syndicates, developing plans for collection of balances due and routinely monitoring progress through to delivery. • Contribute to the delivery of our technical plan, ensuring the teams activity is aligned and that team members understand their role in delivery. • Develop and own the escalation process for slow / non-responding debtors to ensure funds are collected. • Investigate and resolve queries with brokers, enabling accurate records of premiums due to be maintained. • Liaise with Underwriting Operations, Delegated Operations and other key stakeholders to ensure premium is identified for collection. • Manage performance of team member(s) through ongoing coaching, regular one to ones, appraisals and development of training programmes. • Oversight of outsourcing partners in line with our Outsource policy, ensuring that relationships are well managed and SLAs / KPIs are actively monitored. • Ownership of the premium records held within our Credit Control database and other systems. • Development and maintenance of processes and procedural documentation, focusing on quality, ensuring a robust control environment and continual improvement. • Production and review of management information, analysis of data to identify trends, and presentation of reporting to senior management. • Acting as a key point of contact for Credit Control matters for all internal stakeholders. • Upholding the company values and act as an example to team members. • Carrying out other ad-hoc duties to support business activities at the direction of management.

<p>Skills & experience profile</p>	<p>Suitable candidates will have:</p> <ul style="list-style-type: none"> • Relevant experience within a Credit Control function in the Lloyds market. • A demonstrable understanding of Lloyds premium processing and market practices • Ability to lead and motivate a team. • Excellent communication and presentation skills • Ability to adapt in a changing environment • Experience and knowledge of the legacy insurance sector desirable
<p>Company's values</p>	<ul style="list-style-type: none"> • Bold "We are ambitious and passionate about our future" • Expert "We use our specialisms and expertise to get things done" • Innovative "We embrace change and continually seek to improve the way we do business" • Accountable "We are outcome focused and deliver on promises" • Honourable "We act with integrity and aim to do the right thing" • Inclusive "We encourage participation and value all contributions"