

IBA Ledger Clerk (Credit Control)

Salary £18,500 –£20,000.00 pa

Location: Maitland House, Southend on Sea

Overview:

This role is responsible for assisting the IBA Manager in creating and maintaining a Credit Control function within the current Finance team reporting directly to the IBA Manager.

The mission of this role will be to help support and identify opportunities where we can make improvements and efficiencies in dealing with outstanding balances due to the Hood Group and also involve supporting the current IBA team in their current day to day duties.

Key Responsibilities (but not limited to):

- Preparing, validating and rendering Broker statements
- Notifying clients when their premiums fail to collect
- Monitoring, chasing and settling debts via telephone, text, email and letter
- Maintaining broker and client feedback on the various in house systems
- Liaising with internal and external stakeholders and maintain good working relationships
- Processing client renewal payments
- Premium Reconciliations
- Collection Files Processing
- Working of the Finance Inbox
- Involvement in internal Project Meetings
- Filing
- Any other ad-hoc duties as required

Skills and Experience:

Required:

- Ability to understand the importance of confidentiality in handling customer personal data
- Prior Credit control experience
- Proficient in Excel and other Microsoft packages
- Disciplined, organised and methodical approach
- High accuracy and attention to detail

Beneficial:

- Knowledge of Sirius
- Insurance or financial services sector experience
- Previous IBA exposure

Qualifications

- Minimum of 5 GCSEs at grade C or above or equivalent to include Mathematics and English

Competencies:

- Communication
- People & Personal Development
- Team Work
- Customer Focus/ Results / Excellence

About Us

The Hood Group is a privately owned business providing insurance solutions for over 30 years to some of the most well respected brands, insurance partners and financial intermediaries. Established in 1983, we came from modest beginnings in the City of London with a small team of passionate people who wanted to help change insurance for the better. We offer our partners an end-to-end service; from product and quote platform design through to sales and retentions. The Hood Group is now one of the largest employers in South East Essex with around 180 staff, award winning services and cutting edge technology.

We invest in the careers of all our staff, through training, qualifications and by providing a pro-active learning environment. We understand the importance of staff wellbeing and maintaining a good work/life balance and also provide opportunities such as flexible working and career breaks. There is a Group funded Sports and Social committee and we provide free local gym membership, seated acupuncture massages, and fitness classes in our onsite Wellbeing studio. On completion of probation we also provide an excellent benefits package that includes life assurance, pension scheme, medical cover, permanent health insurance and much more.