



Sompo International is the trade name for the global specialty property and casualty insurance and reinsurance operations of Sompo Holdings, Inc. (“Sompo”), established in March 2017 as the result of Sompo’s acquisition of Endurance Specialty Holdings Ltd.

Sompo is a financial services holding company organized under the laws of Japan whose shares are listed and posted for trading on the Tokyo Stock Exchange. Sompo, through various operating subsidiaries, is one of the top three insurers in Japan and is engaged in the provision of insurance services as well as other related services through its global network of businesses operating in 32 countries around the world.

Sompo International is the international operation of Sompo and, through its operating subsidiaries, writes agriculture, casualty and other specialty, professional lines, property, marine/energy and aviation lines of insurance and catastrophe, property, casualty, professional lines and specialty lines of reinsurance.

As a leading global provider of insurance and reinsurance, we recognize that our success is derived directly from those whose contributions matter most: our people. Sompo International’s headquarters is in Bermuda and we currently have offices in the United States, the United Kingdom, Continental Europe, and Asia. A shared commitment to integrity, accountability, collaboration and agility define our culture, and we strive to create exceptional value for our clients and shareholders and maintain Sompo International as a desirable place to work.

We are seeking **two Credit Control Supervisors** to join our **Business Services** team in our **London** office. One Credit Control Supervisor will specialise in Insurance the other in Reinsurance.

The role is varied and reactive to changes in the market, specifically to the requirements of an increasingly growing organisation. The activities involve working with many different teams within the London Market Insurance Segment of Sompo International.

You will own the activities that support the cash and credit control process, with a real opportunity to create solutions and be innovative. Interact with senior teams and direct exposure to senior leaders from all areas of the business.

The Credit Control team is a key component of our London Market Insurance Division and works closely with brokers, cedents, externally as well as the finance, underwriting and claims teams internally. Driven for a collaborative resolution to cash and credit control challenges to maintain superior customer service and profitability for the organization.

We’re passionate about people and the businesses prospering and we strive to be professional, personal and fair in our dynamic environment. This high energy team will need to collaborate to improve. The team is made up of people from highly established external providers and internal support members. The team is located both onsite and offsite and will require periodic visits to service providers.



**Job Objectives:**

- Aged Debt Management & **Insurance / Reinsurance** Credit Control
- Outsourcing management overview
- Reporting and Analysis
- Financial & Business Compliance

**Aged debt management & Credit Control Operations**

- Provide leadership, direction and operational oversight to the credit control and outsourcing operation.
- Enhance collections to reduce overdue debt
- Oversee & enforce escalation process i.e. debt management or outsourcing process
- Work independently or with other team members on the continuous improvement projects as directed by Line Manager
- Developing internal & external relationships with stakeholders to drive efficiency & customer service levels
- Review & Improve departmental processes and procedures, e.g. invoicing, follow up, query management to reduce unallocated cash

**Analytics and Reporting**

- Prepare and the delivery of key reports to Senior managers including key metrics
- Prepare and monitor bad debt provisions
- Review Outsourcing Billing and performance & provide regular report to Line manager

**What we are looking for?**

- A candidate who think on their feet, pick up new skills quickly and look at the credit control function as a whole, challenging processes and resolving issues before they become real problems.
- A candidate with excellent communication skills, a good work ethic, drive, enthusiasm and passion
- A strong & confident communicator who is able to establish good working relationships both within and outside the organisation.
- An experienced candidate with ability to work on own initiative to solve problems and improve processes.

**Qualifications/Competencies:**

- 5+ years' experience in a similar role within the company & Lloyds **Insurance / Reinsurance** market is essential
- Experience of Aged Debt Reporting & Analysis is essential
- Experience of management of outsourcing vendors are essential for this role
- Strong Excel skills at Proficient Level (including macros) are essential for this role.
- Strong comprehension of business processes and systems
- Ability and confidence to challenge existing procedures & use of system
- Strong technical skills including credit control skills
- Good understanding of Bureau systems and procedures
- Awareness of Sox Controls



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- Spoken & written knowledge of one European Language (French, Spanish, Dutch, German, Italian) is essential
- Candidate must have previous experience of managing a team or senior experience within credit control
- Associate or member of the Chartered Institute of Credit Management is desirable but not essential

Sompo International offers a competitive compensation and benefits package commensurate with experience.

**Sompo International is an equal opportunity employer committed to a diverse workforce.**

**M/F/D/V**

Visit our website at <http://www.sompo-intl.bm/>