

Policy and Product specialist

Atradius UK Headquarters in Cardiff

Salary range between £31,500 - £35,000 (dependant on experience) + annual bonus + fantastic benefits

Atradius

The Atradius Group provides trade credit insurance, surety and collections services worldwide, and has a presence through 160 offices in 52 countries. The products offered by Atradius protect companies around the world against the default risks associated with selling goods and services on credit.

At Atradius, we believe in personal development and the Growth Mindset. Our Culture is based on teamwork, reliable accountability, constantly improving and unrivalled service. Read on more on our Career site: <https://careers.atradius.com/en/careers>.

Department Description

Atradius UK Commercial Team offers credit insurance solutions to customers in the UK. The team focuses on optimising customer service and risk coverage across various trade sectors. Our key objectives are customer retention and portfolio development, with a strong emphasis on creating bespoke solutions for larger clients.

Job Description

Credit Insurance provides UK Businesses with business to business payment protection which helps them to trade safely with confidence knowing that their receivables are protected.

A Product and Policy Specialist is a key part of our UK operations, providing expert product support and in-depth knowledge to assist account teams and business developers.

They play a vital role in helping retain clients and drive business growth by ensuring a thorough understanding of products and policies. Their expertise aids in addressing client needs, ensuring compliance, and offering tailored solutions to meet business objectives.

Main responsibilities:

- Providing technical product support to the UK Commercial operations
- Helping Commercial UK to develop bespoke product offerings involving some external customer and broker meetings
- Coordinating and monitoring the UK Pricing and Governance strategy
- Monitoring and policing policy licensing requirements
- Managing and Coordinating the Customer Specific Module process
- Develop product instructions and guidance notes
- Further development of the SharePoint Product index
- Become an active member of the Atradius Product expert network
- Responsible for collating and reviewing product market intelligence
- Coordinate implementation of new Governance and product procedures.
- Developing and updating on line training material
- Collating and presenting of new product initiatives to Senior Management

Skills, Knowledge and Experience

Essential:

- Excellent communication skills
- Ability to manage stakeholders at all levels across the business
- Highly organised, self-motivated with a good eye for detail
- The ability to work under pressure and bring together technical aspects of our policy.
- Excellent collaborative skills and the ability to work as a part of a team
- The ability to identify product gaps and quickly deliver solutions
- Structured approach to daily tasks
- In-depth knowledge of Microsoft products

Desirable:

- Knowledge of credit insurance is not essential as full training will be provided.
- An ability to learn technical policy wordings and design appropriate policy solutions in line with our governance models.
- Tested problem solving in a commercial environment

What do we offer?

We are a global company and recruit talent throughout the world. We promote a positive and diverse working culture for all our people and value experience and expertise from a wide variety of backgrounds. If you feel you meet the requirements of this role then we want to hear from you! In return, we offer the following benefits:

- An exciting working environment where we celebrate success.
- Training and support, including the opportunity for continuous professional development.
- Competitive salary and bonus scheme.
- 27.5 days annual leave per annum (increasing with length of service), in addition to bank holidays
- Hybrid working (work up to 2 days a week from home).
- Market leading pension package (Currently 12% employer contribution with no required employee contribution and 3% contribution matched).
- Income protection scheme (covering 75% of salary plus pension contributions).
- Life assurance cover at 10 x annual salary.
- Employee Assistance Programme.
- Income protection insurance to cover any absence due to illness.

In addition to the above, we operate a salary sacrifice scheme whereby you can take advantage of discounted rates in terms of private dental cover, private health insurance retail vouchers, cycle to work scheme etc. Not to mention access to our sports and social club for social gatherings, football, netball, personal training and yoga to name a few. There really is something for everyone.

If you would like more information or for an informal chat about the role please contact: richard.reynolds@atradius.com

Equal opportunities for all

The success of our organisation stands with the quality of our people and the ideas they have. Insights and innovative solutions for our customers are the result of an interplay of cultures, knowledge and experience. That is why diversity is extremely important to Atradius. To ensure that all colleagues within Atradius can develop their qualities, we promote an inclusive culture in which everyone feels involved and valued. We encourage and welcome everyone to apply to our positions.

I am Atradius! - Do you want to know who we are?

Get to know Atradius colleagues in this video:

<https://www.youtube.com/watch?v=NnsgT04OpTU&t=4s>

Atradius is a global provider of credit insurance, bond and surety, collections and information services, with a strategic presence in over 50 countries. The products offered by Atradius protect companies around the world against the default risks associated with selling goods and services on credit. Atradius is a member of Grupo Catalana Occidente (GCO.MC), one of the largest insurers in Spain and one of the largest credit insurers in the world.

You can find further information on our website: <https://group.atradius.com>