

Job description

Job title	CFC Europe Business Coordinator
Employment type	Full-Time Permanent
Reporting to	Cyber Underwriting Manager
Working hours	9.30am – 5.30pm - Monday to Friday (Role may require some out of hours work and potential travel)
Location	CFC Europe S.A., Levels 20 and 21, Bastion Tower, 5 Place du Champs de Mars, 1050 Brussels, or at an agreed home-working location, according to the requirements of the business.
Salary	£ Competitive
Bonus	Discretionary Bonus Plan

At CFC we pride ourselves on being an employer of choice. We were delighted to be recognised in the *'Sunday Times 100 Best Companies to Work For 2019'* including a placing within the Top 30 for London!

CFC Benefits include 25 days holiday, discretionary bonus scheme, private medical insurance (plus dental and optical cashback benefit), life insurance scheme, income protection scheme, pension plan, season ticket loan, subsidised gym membership, employee wellbeing programme (including on-site massages), 24/7 employee assistance programme and dress down Fridays. CFC social events include the summer party weekend, Halloween and Christmas parties.

About CFC

CFC is a specialist insurance provider and a pioneer in emerging risk. With a track record of disrupting inefficient insurance markets, CFC uses proprietary technology to deliver high-quality products to market faster than the competition while making it easier for brokers to do business. Our broad range of commercial insurance products are purpose-built for today's risks, and we aim to give our customers everything they need in one, easy-to-understand policy.

Headquartered in London, CFC serves more than 70,000 businesses in over 80 countries. We're privately held and growing faster than any of our competitors in the market.

Although insurance is a serious business, our culture isn't too corporate and we never take ourselves too seriously. We are 'one-team' and enjoy a culture of openness and encouragement. We invest heavily in the learning and development of our people and enjoy a fast paced working atmosphere that is friendly, supportive, and fun.

Role definition

Reporting to the Cyber Underwriting Manager, the primary role of the CFC Europe Business Coordinator is to act as the individual with key responsibility for CFC's intermediation activity throughout the EU and EEA, including the issuance of quote and policy documentation, and responding to customer enquiries. You'll support the end to end underwriting process from logging and processing submissions on CFC's underwriting system, creating policy documentation, to producing debit notes. You will also be responsible for managing EU and EEA broker queries. All of the above will be done in close cooperation with the relevant underwriting teams in London.

You'll develop a thorough understanding of CFC's workflow processes and systems as well as gaining exposure to the various classes of insurance that CFC underwrites and will also become familiar with both the European and UK insurance markets.

While the role is primarily based in Brussels, there is the opportunity to work on location at CFC London as and when required. The role has the potential to offer a great deal of flexibility for the right candidate, so could suit someone with a need for flexible hours, or remote working optionality.

Key responsibilities & Accountabilities

- Providing excellent administrative support to underwriting teams to ensure CFC can adhere to target turnaround times for our EU / EEA brokers and insureds;
- Managing the underwriting central inboxes and logging new and renewal submissions on CFC's internal underwriting system;
- Creating policy documents for both new business and renewals, including making any mid-term adjustments as required;
- Producing debit notes for successful submissions;
- Preparing various activity reports and spreadsheets as directed;
- Administering the department diary, including chasing outstanding items such as subjectivities and renewal business;
- Answering incoming calls and fielding queries as appropriate;
- General ad-hoc administrative duties as required.

Skills & Ability

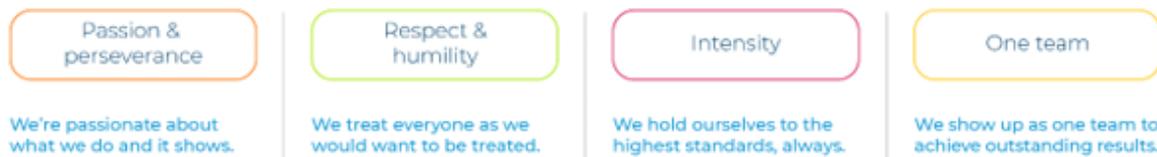
- Strong organisational skills with the ability to prioritise work to meet tight deadlines and turnaround times;
- Resilient and able to operate effectively and accurately under pressure;

- Excellent level of attention to detail including accurate written and numeracy skills;
- Good command of the English language, both spoken and written;
- Good command of the Flemish and/or French language, both spoken and written desirable;
- Good communications skills, courtesy and patience;
- Confident, energetic and assertive;
- Strong work ethic with a flexible attitude;
- Ability to work relatively autonomously;
- Above all you're a team player!

Knowledge & Experience

- Minimum 6 months insurance experience;
- Computer literacy with strong skills in Outlook, Word and particularly Excel;
- Experience within an office environment is helpful but not essential;
- Experience with and appreciation for remote working is helpful but not essential;
- A strong interest in learning more about CFC's insurance products and the insurance market.

Core Values



The information contained within this job description is not intended to be an all-inclusive list of the duties and responsibilities of the role. The role holder may be required to perform other related duties as assigned. CFC Underwriting Limited may at its discretion, assign or reassign duties and responsibilities as appropriate.

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CFC Underwriting Limited

Our mission is to radically simplify the way commercial insurance is bought and sold.

