

Job Description: Invoice Administrator

General & Medical are a long-established company in the provision of medical and other specialist insurance services to professionals, businesses and families both within the UK and internationally. Although providing medical insurance remains a core activity for the Group, we have developed many other services and insurance products available through our divisions and subsidiary companies.

We have an exciting full-time opportunity for a career minded Administrator. You will be based in our Peterborough Head Office with a focus on supporting the company in coordinating our healthcare invoices from our supplier network. Working within a small team, the successful candidate will have excellent attention to detail, be able to organise their work effectively and communicate professionally. You will require a thorough understanding of handling sensitive communications, both verbal and written, gained through previous employment experience.

About this position:

- Process invoices to ensure the accurate recording of authorised payments through to suppliers.
- Effectively engage with stakeholders across the business to resolve invoice queries.
- Analyse reports and communications to ensure the next step process is appropriate, identifying errors, anomalies and taking action to resolve issues.
- Influence improvements within internal procedures that help the business function and improve the customer experience.
- Work in support of management to enhance the service we provide. Have an understanding of that role to allow effective engagements with suppliers when necessary.
- Support the wider team in order to meet deadlines and be able to concurrently process multiple complex issues.
- Carry out root cause analysis for identified issues and work through to resolution.
- Be active with the production of reports for internal use and to support Senior Management.
- Become familiar with company products and services and be able to use data analysis techniques to support decisions.
- Remain current with industry developments and internal/external influences that could impact on performance and process.
- Gain an understanding of how the role and process interlink with other areas of the Company.
- Ensure that client records are maintained with updated information from ongoing communications.
- Managing own workflow in a timely manner.

SKILLS AND EXPERIENCE - Required

- Strong attention to detail to support process accuracy.
- Comfortable with numerical data and understanding invoices.
- Strong verbal and written communication skills for engagements with suppliers.
- Experience of working in a fast-paced environment and capable of building relationships.
- Ability to organise and prioritise as required in order to meet deadlines.
- Professional approach to represent the Company as necessary.

Personal performance, conduct and development

Meet targets and take responsibility for own performance:

Remain abreast of current services offered by the company and be aware of changes to legislation by the Financial Conduct Authority (FCA). Cascade any information / changes in legislation to work colleagues.

Work in Accordance with the company policies and procedures:

Be aware of and adhere to Company policies and procedures. Work in a way that meets the statutory requirements of employees under Health and Safety at Work. Take action, in conjunction with the HR Manager, where breaches have occurred.

Flexibility and Team Work:

Work flexibly as part of a team to meet the need of the services provided by the Company. Value each team member's contribution and help colleagues to the best of their abilities.

Professionalism:

Set a good example to other staff in attitude to work and general working practices. Deal with all colleagues in a professional manner. Maintain a professional working relationship with direct reports in order that there is no issue in dealing with any unacceptable performance and/or conduct.

What You Can Expect From Us:

- Regular and Full Time Monday to Friday hours
- Access to Pension Scheme
- Attendance Bonus
- Great Annual Leave Benefit including additional family days
- Free Worldwide Multi Trip Travel Insurance Cover and discounted rate for family members
- Cash benefits linked to Personal Accident, Life Cover and Critical Illness
- Monthly Employee Rewards Scheme
- Commitment to Employee Learning and Development
- Access to Wellbeing Services and Discount Scheme
- Free tea, coffee and fresh fruit
- Friendly working environment in Peterborough – convenient location close to the A1

Our greatest strength is our people – professional, driven yet grounded and fun to work with. If our culture sounds like a good fit for you and you want to be part of our exciting journey then please apply.