

## **Job Description**

**Job Title:** Insurance Account Handler

**Reports to:** Insurance Administration Team Leader

### **Role Purpose:**

To provide day to day servicing and administration of the Let Alliance insurance schemes in a timely, technically accurate and cost-effective manner, in accordance with procedure and performance standards. The role will also involve contributing to the ongoing achievement of business income and growth from new and existing customers in line with the business targets.

### **Duties & Responsibilities:**

- Deal with insurance enquiries, renewal and mid-term adjustments by providing terms and converting and retaining acceptable business.
- To provide administrative services to clients confining advice and information to those areas within which the jobholder is deemed to be competent.
- Responsibility and management for all non-standard market renewals, including referrals, re-broking and maintaining an up to date knowledge of non-standard available markets.
- Checking systems for online renewal quotes that have “referred”, establishing the reason for referral e.g. flood risk postcodes, vacant or larger properties and sending it to the relevant insurer to review
- Maintenance of spreadsheets and accurate data for reporting of insurance source/renewal/retention/bordereaux
- Undertake referral cases above the authority levels of the Insurance Advisors.
- Act as a central point of contact for all insurers and third-party claims handlers.
- Ensure that all post and diary activity is completed in accordance to performance standards and inboxes are kept to the daily limit.
- Comply with binder procedures and underwriting authority levels during risk placement and administration.
- Support the personal development of the team by delivering technical guidance
- Support to the Insurance Administration Team Leader
- Ensure compliance with the local procedures, customer service standards and external compliance regulation
- Ensure compliance to the complaints handling process
- Undertake training in line with agreed objectives
- Develop and maintain positive ongoing relationships with the Company’s internal and external customers.
- To conduct the business of the Company at all times in a courteous and friendly manner
- Carry out any other tasks that may be required of you from your line manager

## **Person Specification**

### **Attitude & Behaviour:**

- A real zest for life, enthusiasm, professionalism and a positive “can do” attitude
- Polite and courteous with all customers and colleagues
- Sincere, reliable and honest
- Methodical and organised
- A great team player
- Flexible during busy periods

### **Knowledge, Skills & Experience:**

- At least 2 years' experience in Personal Lines Insurance
- Educated to GCSE standard including Maths and English
- Excellent grammar, both verbal and written
- Excellent computer skills with good working knowledge of all standard Microsoft programs, especially excel
- Outstanding attention to detail
- Excellent telephone manner with the ability to build relationships
- Excellent customer service skills
- Ability to communicate well at all levels both verbally and in writing.
- Ability to solve problems independently as they arise
- The ability to multitask and prioritise own workload effectively and efficiently