

<b>Department</b>	Insurance
<b>Job Title</b>	Insurance Sales Consultant
<b>Reports To</b>	Insurance Team Leader

**Role purpose:**

Generating Insurance Sales by arranging quotations for Tenants and Landlords for our personal Household Insurance propositions in a timely, technically accurate and cost effective manner, in accordance with procedure and performance standards.

**Key Responsibilities:**

1. Making outbound calls to tenants who have been successfully referenced and introducing tenants liability and content insurance, and making a sale
2. Taking inbound calls from tenants and landlords who wish to purchase insurance, providing a quotation and making a sale
3. Preparing sales lead data, checking referencing progress to ensure calls are timely and not duplicated
4. Emailing prospective clients information regarding our Tenants Insurance proposition
5. Providing quotations to Tenants for Liability/Contents Insurance and to Landlords for Building and/or Contents (Single & Multi-property)
6. Inputting quotations onto Insurance Platforms and Web-based Quotation Portals
7. Working with external partners, such as Pen Underwriting (Keelan Westall) and UKGi to provide appropriate insurance for the client needs
8. Maintaining a high level of technical and product knowledge across policy wordings and underwriting/process guides
9. Reviewing previous data to identify potential leads – checking that any additional references are completed and establishing if tenants be called regarding insurance
10. Calling tenants who have been previously unreachable
11. Contacting Letting Agent partners who mandate insurance, if Tenants decline our quotation to advise them
12. Obtaining credit/debit card and direct debit details required to process payments
13. Issuing policy documentation to customers and Letting Agents
14. Handling queries in relation to policy wordings/terms
15. Managing own varied work load and diary
16. Keeping policy notes and filing up to date
17. Identifying letting agent accounts that may need visits from the Face to Face BDM
18. Recording sales gained

### **General Responsibilities**

1. Assisting in the growth and development of the insurance function for Let Alliance
2. Working with the Let Alliance management team to develop the insurance sales process and be flexible to working hours required for the success of the role
3. Keeping up to date with competitor policies in order to successfully sell the Let Alliance insurance proposition
4. Ensuring compliance with local procedures, customer service standards and external compliance regulations
5. Recording and referring any insurance complaints received in line with the company procedure
6. Developing and maintaining positive ongoing relationships with the Company's internal and external customers
7. Conducting business in a courteous and friendly manner
8. Undertaking any other task as reasonably required by the Company

### **Required Skills and Experience:**

1. Previous experience of telephone sales
2. Insurance experience preferable but not essential as full training will be provided
3. Excellent customer service skills, incorporating confident and pleasant phone manner
4. Good organisational skills and ability to prioritise own workload effectively and efficiently
5. Target driven
6. Good computer skills
7. Highly self-motivated, to work both individually and as part of a team
8. Pro-active thinker, able to solve problems independently as they arise
9. Ability to communicate well at all levels both verbally and in writing
10. Flexibility around working hours

