

**Job Title – Account Handler****Job ID – 161****Division – Howden UK****Location – Bristol****Role Definition**

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**Howden UK are part of Hyperion Insurance Group, one of the world's leading insurance groups.**

We attract the brightest talent in the market because we empower our employees to be the best they can be. We are looking for Commercial Account Handlers to support Howden's plans for business growth and expansion of our new Bristol office. We are excited by the prospect of creating a new team in Bristol, focused on exceeding the expectations of our clients and capable of supporting their insurance needs across the range of commercial general insurance classes.

The role offers the successful candidates the opportunity for a career within the insurance and financial services profession with one of the most respected names in insurance broking.

The Account Handler will provide technical and qualitative service and support to Howden Bristol clients.

Ensuring that responsibilities are completed in accordance with Company and/or Group policies to achieve targets, develop the business and deliver an excellent and comprehensive service

**Key Responsibilities / Accountabilities**

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**Clients**

- Develop strong relationships with clients
- Ensure transactions are conducted with full transparency & accuracy
- Deal with incoming mail from clients, insurers and third parties
- Deal with client renewals and mid-term adjustments
- Operate with all clients (both internal and external) fairly and ethically

**Suppliers/Markets**

- Develop strong relationships with markets
- Maintain any ongoing delegated authority contracts appropriately and cost effectively

**Broking/Administration**

- Creating the most appropriate insurance programme for the client's demands and needs
- Producing comprehensive client and broking documents
- Processing of quotes, indications and endorsements
- Technical duties (including accurate data entry, credit control, chasing subjectivities)
- Ensure up to date records are maintained at all times on the Company systems

**Compliance**

- Ensure compliance with all applicable Company and/or Group policies and procedures

- Ensure correct authorisation is obtained and processes followed when required by the Company and /or Group policies and procedures
- Ensure compliance with legal and regulatory requirements
- Ensure that own performance, HR and T&C records are up to date and meet the Company and/or Group's requirements
- Maintain accurate records and deal with correspondence appropriately
- Ensure compliance with Anti Bribery and Corruption policy and procedures

### Skills and abilities needed to perform role

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- Commercial Insurance – sound knowledge and broking experience (underwriting experience will be considered)
- Product and client service experience from a commercial insurance background
  - MD/BI
  - Liabilities
  - PI
  - Some Engineering/Motor Fleet/Cyber experience
  - Knowledge and placement of ancillary commercial products
- Confident, with strong communication skills (both verbal and written)
- Professional and personable – client focused
- Drive and enthusiasm
- Good negotiating skills; able to influence and persuade others
- Organised, able to plan and be methodical - proactive when necessary
- IT Literacy with a working knowledge of Word and Excel required
- Strong attention to detail and ability to be resilient produce accurate work under pressure

### Professional Qualifications

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- Qualified to CERT CII level or above or progression towards gaining professional qualifications is desired.

*The company operate a stringent employee referencing and verification process when we on board new joiners (temporary or permanent), which means if you are offered a role with us we will ask you to make honest and open declarations about your past employment, qualifications, financial history and credit/debt history. Whilst these checks do not automatically mean that employment will not be confirmed, as we review each situation on a case by case basis, it can mean that offers of employment may be withdrawn if information is found which is not satisfactory to us. It is recommended that you should not resign from your current employment until you have satisfied the conditions against which each offer is made relating to referencing and verification checks.*