

Job Title – Account Handler - Professional Indemnity**Job ID – 171****Division – Howden****Location – Bristol****Role Definition**

To deliver an excellent and comprehensive service in the administration of new business, renewal and mid-term changes so that customers' needs are best satisfied through suitable cover and pricing.

Key Responsibilities / Accountabilities

Clients

- Develop strong relationships with clients
- Develop strong relationships with insurers
- Develop strong relationships with field based client account managers
- Ensure transactions are conducted with full transparency & accuracy
- Deal with incoming post from clients, insurers and third parties
- Deal with client renewals and mid-term adjustments
- Behave 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

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

Skills and abilities needed to perform role

- Ideally 1-2 years previous insurance experience
- IT Literacy with a working knowledge of Word and Excel required
- Good organisational skills and ability to multi task and plan own workloads
- Strong attention to detail and ability to produce accurate work under pressure

Professional Qualifications

- 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. It can mean that offers of employment may be withdrawn if information is found which is not satisfactory to us.

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