

**Job Title – Account Executive****Job ID – 203****Division – RKH Specialty****Location – London****Role Definition**

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To manage clients' insurance requirements in accordance with the relevant Company and/or Group policies to achieve targets, develop the business and deliver an excellent and comprehensive service. Negotiate with markets to obtain the best available terms to meet the clients' requirements.

**Key Responsibilities / Accountabilities**

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***Clients***

- Develop strong relationships with clients
- Ensure transactions are conducted with full transparency
- Deal with incoming enquiries from clients, insurers and third parties
- Deal with client renewals and mid-term adjustments
- Accompany other team members on client visits as appropriate
- Behave with all clients (both internal and external) fairly and ethically

***Suppliers/Markets***

- Maintain an appropriate group of preferred markets in each area of activity
- Develop strong relationships with markets
- Negotiate with markets to provide best balance of quality, service and price
- 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**

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- High levels of numeracy and literacy
- Confident and capable communicator, both written and face to face
- Able to develop customer focused relationships and encourages others to adopt these behaviours,
- Competent IT skills, including but not limited to Microsoft Word, Excel and PowerPoint
- Able to work independently and use initiative
- Highly organized, with good planning/time management skills. Is proactive
- Negotiation and influencing skills (able to sell)

- Strong attention to detail
- Able to solve problems
- Able to work flexibility and to achieve tight deadlines/targets
- Professional and personable – creates a strong first impression
- Able to react positively to change
- Resilient and calm under pressure
- Team player, networks and able to build sustainable relationships

### **Knowledge and Experience**

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- Previous experience of working as an Account Handler or similar role within insurance
- Likely to have experience of managing or supervising others
- Good understanding of Lloyds and the London market
- Strong technical knowledge of FCA regulations as they pertain to insurance intermediaries
- Understanding of processes and procedures within the insurance market. Able to audit and check the work of others

### **Professional Qualifications**

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- A level Grade A-C (or equivalent) as a minimum. Degree or other tertiary level qualification is desirable
- GCSE Math's and English (or equivalent)
- Attainment of the LLMIT (the Lloyd's and London Market Introductory test)
- Progression towards gaining professional qualifications is desired, but not essential

*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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