

Job Title – Broker / Account Handler**Job ID – 207****Division – RKH Specialty****Location – London****Role Definition**

Negotiate and broke on behalf of clients to obtain the best balance of quality, service and price. Predominantly working on the Israeli book of commercial D&O, the role will have a heavy Broking emphasis with an element of Account Executive responsibilities. Act in accordance with the relevant Company and/or Group policies to achieve targets, develop the business and deliver an excellent and comprehensive service.

Key Responsibilities / Accountabilities

Clients

- Develop strong relationships with the other teams
- Respond to the other teams' requirements as appropriate
- Behave with all clients (both internal and external) [and regulatory bodies] fairly and ethically

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

- Create comprehensive broking documents
- Ensure up to date records are maintained at all times on the Company systems
- Plan the most appropriate insurance programme for the client's demands and needs

Skills and abilities needed to perform role

- Able to establish strong client focused relationships built upon the ability to deliver a high standard of service
- Negotiation and influencing skills (able to sell)
- Professional and personable – creates a strong first impression
- Ability to work effectively within a team
- Ability to think laterally and solve problems using own initiative
- Prioritisation and organisational skills
- Self motivated and able to work independently
- Able to react positively to change
- Competent IT skills, including but not limited to Microsoft Word, Excel and PowerPoint

- Ability to communicate effectively, both verbally and in writing, with internal and external stakeholders
- Able to undertake and demonstrate competence in technical training, as required by the industry regulator
- Willingness to study for professional examinations

Knowledge and Experience

- Previous experience of working in an office environment where work involves significant client interaction
- Preference given to applicants who have previous insurance experience
- Basic technical knowledge of FCA regulations as they pertain to insurance intermediaries
- Understanding of processes and procedures within the insurance market

Professional Qualifications

- GCSE's (or equivalent) including English and Maths essential
- A levels Grade A-C (or equivalent) are desirable
- Attainment of the LLMIT(Lloyd's and London Market Introductory Test)
- It is encouraged to work towards the Certificate of Insurance Practice and to commence the ACII

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