

**Job Title – Professions Account Handler****Job ID – 214****Division – Howden****Location – Bristol**

Hyperion was established in London in 1994 and today is a leading, international insurance group with over 4,500 employees in 38 countries. Employee ownership is at the heart of our business and is key to attracting and developing the best talent in the market.

We have four business divisions:

- Howden: the world's largest international independent retail broker. Together with Howden One, its global specialist insurance broking network, it comprises over 10,000 professionals, operating in more than 80 territories
- RKH: the largest producer of insurance premium to Lloyd's, the world's leading specialist insurance market, and a leading producer to many of the world's largest specialist insurers
- DUAL: the specialist underwriting arm of the Hyperion Insurance Group, is the world's largest international underwriting agency and Lloyd's largest international cover holder.
- Hyperion X: our newest division of the group, it will develop key areas of data, analytics and digital platform delivery.

By working closely with our clients to deeply understand their needs, we are able to develop solutions that are truly best-in-class. We choose to be specialists rather than generalists, so that we have the expertise required to solve even the most complex challenges. Our entrepreneurial approach promotes innovation, integrity and a constant focus on delivering the best solutions for our clients.

**Role Definition**

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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**

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***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**

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- 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**

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 It can mean that offers of employment may be withdrawn if information is found which is not satisfactory to us.*

*Any unsolicited CV's/candidate profiles submitted through our website or to employees of Hyperion Services Limited outside of the HR function are considered property of Hyperion Services Limited and are not subject to payment of agency fees. In order to be an approved Recruitment Agency/Search Firm for Hyperion Services Limited, a formal Hyperion Services Limited agreement must be signed by an authorised member of Hyperion Services Limited HR function. CV's must be submitted according to our candidate submission process, which includes being actively engaged on the particular search, if the candidate submission process is not followed, no agency fees will be paid by Hyperion Services Limited.*