

**Job Title – Account Handler****Job ID – 215****Division – Howden UK****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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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

**Skills and abilities needed to perform role**

- 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**

- 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.*