

Job Title – Senior Technician**Job ID – 217****Division – RKH Specialty****Location – Bedford**

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

To provide technical and administration support to the Marine, Energy and Construction Division, ensuring that all responsibilities are completed in accordance with the relevant Company and/or Group Policies.

Key Responsibilities / Accountabilities

- Develop strong relationships with the Divisional teams
- Respond to the teams’ requirements as appropriate
- Behave with all clients (both internal and external) fairly and ethically
- Develop strong relationships with markets
- Maintain any ongoing delegated authority contracts appropriately and cost effectively
- Assist in the creation of comprehensive broking, client and other types of documents
- Processing of slips, quotes and indications
- Technical duties (including data entry, credit control, chasing subjectivities)
- Ensure up to date records are maintained at all times on the Company systems for the teams
- Interpret instructions and issues arising, and then implement actions according to policies and procedures
- Provide relevant management information to senior management
- Manage assigned projects and contribute to other projects as required
- Respond appropriately to urgent issues as they arise
- Keep informed of all legal and regulatory developments relevant to the teams within each division
- Share information that could be beneficial to the Company
- Any other reasonable duties, as required

Skills and abilities needed to perform role

- Attention to detail with ability to produce accurate documentation
- Ability to work effectively within a team and answer queries from less experienced members of staff

- Prioritisation and organisational skills
- Self-motivated
- 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

- Experience in a similar role is essential
- Good technical knowledge of FCA regulations as they pertain to insurance intermediaries
- Excellent understanding of processes and procedures within the insurance market

Professional Qualifications

- GCSE's (or equivalent) including English and Maths essential
- A level Grade A-C (or equivalent)
- 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.

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.