

COMMERCIAL ACCOUNT MANAGER (FULL TIME)

Overview of the Role

We are a leading broker based in Northampton providing commercial insurances to small-to medium enterprise alongside a range of financial services and specialised personal insurances. We serve businesses, business owners and private clients throughout the UK.

We are looking for a multi-talented individual who will be responsible for creating new leads and opportunities, retaining an existing book of business and winning new customers from both our existing client base and in key localised areas.

Duties will command high quality personal communication skills helping to promote client and insurer relations by telephone, in writing and face-to-face. You will be able to assess market rates, relay information to underwriters and negotiate favourable terms in order to succeed.

You will have proven experience in an insurance and sales environment and be able to perform all of your duties to a high standard whilst working within a framework of company procedures and regulatory requirements.

With a client base of unprecedented quality, the standard of our service is paramount. You will therefore need to display excellent technical skills, handling and processing transactional duties with the utmost accuracy. You will be organised and capable of effective client management throughout the life of the client journey which will include mid-term servicing, cross-selling, overseeing claims and successfully handling client renewals.

What we're looking for

The ideal candidate will be career minded and be prepared to go the extra mile to achieve results. Someone who will be able to think on their feet, working independently and as part of a team. You should be well organised, self-motivated and approachable with a positive outlook towards you work. Supporting academic achievements and Chartered Insurance Institute (CII) qualifications preferred.

Your employment background should include

- ▶ At least 2 years commercial insurance experience (essential)
- ▶ Sales, service, and administrative experience (essential)
- ▶ Frequent use of Microsoft applications including Word, Excel and Outlook (essential)
- ▶ Experience working with structured procedures and deadlines (preferred)
- ▶ Knowledge and understandings of FCA regulations (essential)
- ▶ Chartered Insurance Institute (CII) qualifications (preferred)
- ▶ Motor and home insurance experience (preferred)

Key responsibilities and tasks

- ▶ Servicing in and outbound calls to existing customers and to the highest of standards
- ▶ Providing professional advice based on comprehensive assessment of the client's needs and circumstances
- ▶ Selling and cross selling a range of insurance products
- ▶ Negotiating terms with both clients and insurers
- ▶ Nurturing and developing client and insurer relations (in and, on occasion, out of the office)
- ▶ Accurately processing policies, associated transactions, and documentation (Acturis and MS Office)
- ▶ Developing and improving existing processes to enhance the services that we provide
- ▶ Providing support and advice to colleagues with all enquiries
- ▶ General clerical and administrative duties

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Employment package and benefits include

- ▶ Monday – Friday 9am – 5.30pm with an hour allocated for lunch and no weekends
- ▶ 28 days entitlement increasing to 34 days with longevity of service
- ▶ Regular social and team-building activities including seasonal out-of-work events
- ▶ Promotional and partnership events including supercar shows & exclusive meets
- ▶ Subsidised healthcare subscriptions offering many wellness and retailer benefits including 50% off Virgin & Nuffield gyms, free Odeon/ Vue Cinema tickets, free Rakuten films, Amazon Prime, cashback at Waitrose and many, many more
- ▶ £500 enrolment referral bonuses
- ▶ £500 opening loyalty bonus increasing by £500 every 5 years
- ▶ Discounts on all insurance products
- ▶ Eye care vouchers, in-house savers scheme and flexible pension scheme

Location and environment

- ▶ Spacious open plan offices located in Moulton Park, Northampton
- ▶ An adjacent and dedicated office for recreation including internal bike storage, shower & changing facilities, comprehensive kitchen & dining area, comfy sofas, and other mod-cons such as Xbox, SONOS, Wi-Fi & Table Football
- ▶ Greggs & Bewitched Coffee, less than a minute walk
- ▶ Tesco Express, Pharmacy and Chip Shop, 10-minute walk
- ▶ Weston Favell Shopping Centre and Kingsthorpe Front, less than 10-minutes by car
- ▶ Exclusive onsite parking
- ▶ Approx. 15 minutes from the M1 junction 15 and approx. 25 minutes from junction 16
- ▶ 3-minute walk to the local bus stop with buses running regularly to Northampton Town Centre
- ▶ Voi Scooters operating locally

Professional development

- ▶ Regular quality assurance assessments with development feedback support
- ▶ On and offsite training and development programs
- ▶ Financial support for industry led qualifications with the Chartered Insurance Institute (CII)

Salary

Salary is negotiable, experience and projected income will dictate earnings in range of £35,000 to £45,000 with scope to increase plus the other benefits as described.

Applications

Please send your completed application and accompanying CV to careers@firstpoint.co.uk; or

Daniel Tyler – Business Services Manager

First Point Insurance Management, Talavera Court, Darnell Way, Northampton NN3 6RW