

## SALES/ RENEWAL ADVISOR & CLIENT MANAGER (FULL TIME)

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### Overview of the Role

We are a leading broker based in Northampton predominantly offering luxury car and home insurance products to the affluent. We also provide commercial insurances to small-to-medium enterprise and a range of financial protection products, all nationwide.

Duties for this role will command high quality personal communication skills to nurture and develop client and insurer relations, by telephone, in writing and face-to-face. This role is primarily based on a combination of service and sales.

We are looking for a multi-talented individual to provide professional advice to clients advising on their changing needs and circumstances. Servicing is focused on policy renewal and your objective will be to retain business and maximise other potential opportunities. You will therefore be able to recognise and convert sales opportunities but act exclusively for the client's absolute and best interests.

With a client base of unprecedented quality, the standard of our service is paramount. You will therefore need to display excellent customer service along with the technical skills required to process and handle transactional duties with the utmost accuracy.

### What we're looking for

The ideal candidate will be career minded and be prepared to go the extra mile to achieve results. You will be able to think on your own feet, be able to work independently, and as part of a team. You will be organised, motivated and articulate, commanding a positive outlook towards your role and activities.

### Your employment background should include

- ▶ A minimum of 12 months motor and home insurance experience (essential)
- ▶ A minimum of 12 months sales, service, and administrative experience (essential)
- ▶ Daily communications with the general public via telephone or face to face (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)

### 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

Basic salary is negotiable, experience dependent. On target earnings (OTE) £30,000 – £35,000 with scope to increase, plus the other benefits described.

### Applications

Please send your completed application and accompanying CV to [careers@firstpoint.co.uk](mailto:careers@firstpoint.co.uk); or

Gary Hooker – Head of Client Services

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