

Account Handler

DIVISION	Property
RESPONSIBLE TO:	Property Division Manager
LOCATION:	17 Dominion Street, London, EC2M 2EF
WORKING HOURS:	9.00am to 5.15pm – Monday to Friday 1 hour for lunch
SALARY RANGE:	Dependent upon knowledge, skills and experience
HOLIDAY ENTITLEMENT:	25 days holiday, plus statutory holidays
BENEFITS:	On joining: <ul style="list-style-type: none">- Death in Service (on joining) – 4 x salary After 6 months' probationary period: <ul style="list-style-type: none">- Private Medical Insurance- Company Pension Scheme (7% employer contribution/4% employee contribution)- Income Protection cover- Private Medical cover- Season Ticket Loan- Subsidised Gym membership
THE ROLE:	<p>Account Handler required for the Property Division of a dynamic and progressive UK commercial Insurance Intermediary.</p> <p>A varied and interesting role providing administrative and technical support to Account Executive's, Account Manager's and the Property Division Manager.</p> <p>This is a superb opportunity for a confident, highly motivated individual, who is organised, can multi-task and prioritise their day.</p>
EXPERIENCE & SKILLS:	<p>2 years+ experience in property owners insurance broking or from an insurance company background.</p> <p>The successful applicant must have good communication and IT skills, be a strong team player, enthusiastic and hard working.</p>
IT SKILLS:	Good working knowledge of MS Office products (Outlook, Word, Excel).

PURPOSE OF JOB: To provide technical and administrative support to the Property Division.

SPECIFIC DUTIES:

- Assist the Divisional Manager and members of the team with the administrative tasks associated with the day-to-day running of the Division and with the production of reports. Ensure the efficient handling of tasks allocated by the Property Division manager, accurately maintaining computer records as per Company guidelines and confirming all clients' instructions in writing.
- Ensure that cover is arranged correctly to comply with the client's requirements and to disclose all material facts to underwriters when broking.
- Assist Account Executives, Account Managers and the Property Division manager with maintaining clients' policy portfolios including processing renewals, new business and mid-term adjustments, adhering to the Company's guidelines.
- Achieve Contract Certainty before and after renewal or new business procedure.
- Produce accurate and timely phone/meeting notes.
- Refer any potential problems to the Property Division Manager at an early stage to obtain guidance.
- Refer all new business leads to the Department Manager for assessment.
- Cross-sell the various services of the Centor Group at any relevant opportunity when in discussion with clients and to pass on leads generated to the Property Division Manager.
- Comply with the operational guidelines and the Company's complaints handling procedures set out by the Financial Conduct Authority.
- Give assistance to other team members to when pressure of work dictates.
- Support the Account Executives, Account Managers, Divisional Manager and Broking Director on client servicing matters and any other duties as may be reasonably agreed with the Manager/Director which are within your capabilities.
- Produce debit notes for premiums promptly and accurately and effectively chase for payment in accordance with our Terms of Credit.
- Liaise with other departments to advise them of any factors which might be of relevance to policies held by them.

Travel: As necessary the jobholder will be required to travel to other destinations throughout the UK in order to conduct client or new business meetings.

Centor are an independent owner-managed insurance brokerage with real values. We are a forward-thinking organisation which understands that our financial objectives are merely an outcome driven by the activity of our people.

As a Platinum Standard Investor in People Organisation and a "Great Places to Work" Laureate, we recognise that a happy, motivated and well-trained team are crucial to business success. As a multi award winning business, we know that placing our people at the heart of our business strategy delivers exceptional results.

We understand the value that a diverse workforce can bring in contributing to our success. We pride ourselves on treating our people fairly and equally, yet at the same time treating people as individuals.