

JOB DESCRIPTION

Position Title: Senior Account Handler
Reports to: Divisional Director
Location: London

Key Responsibilities & Accountabilities:

- Co-ordinates placement of risks, including production of documentation to assist placement and maintenance throughout the risk life cycle (Underwriting Submissions, Market Reform Contracts, Wordings, Endorsements)
- Develop and maintain an active role/relationship with clients via e-mail, telephone and face-to-face, dealing with Client, Underwriter and Market Representative resolving or referring all queries to a satisfactory level.
- Demonstrate excellent technical knowledge and ability to communicate this to various audiences (Insureds, Retailers, Wholesalers, Internal and Underwriters)
- Ensure that accounts are serviced efficiently and professionally – creates MRC slips, Invoices and Underwriter submissions; deals with slip endorsements; maintaining all electronic files and compliance related checks where required to meet clients, Markets and third parties expectation
- Monitor and maintain workflow, budgetary records, debit notes and policy wordings; operate a paperless filing system and strives to streamline processes.
- Work with the Brokers to identify and qualify opportunities for business development.
- Assist in design of complex program structures to provide innovative risk transfer alternatives as required.
- Ensure excellent service and compliance using meticulous checking and organisation ensuring appropriate procedures and electronic tools have been utilised; process annual compliance on Atlas where required on Facilities.
- Maintains up-to-date working knowledge of regulatory requirements (Contract Certainty, LMBS, FCA and International requirements).
- Effective management of Employees (where appropriate) raising any serious concerns to line manager) and being involved with the Personal Improvement Plan where required.
- Appraising subordinates (where required) and making suitable recommendations.
- Enable and encourage interaction and collaboration with other divisional units.

- Adhere to company and regulatory policies, procedures together with mandatory training requirements.
- Adhere to financial reporting requirements including monthly phasing of income.

Functional & Behavioural Competencies required:

- Excellent attention to detail and ability to plan meticulously
- Excellent persuasive and influencing skills
- Client facing and customer focused with excellent interpersonal and written communication skills
- Excellent IT & organisational skills
- Ability to perform effectively to tight deadlines with good personal organisation and time management skills
- Anticipates problems in advance and makes contingencies
- Proactive, always looking for ways of delivering a better or more efficient service
- Communicates clearly; effectively contributes to the team and interacts with others
- Personally demonstrate the five BMS values and ensure that team members are aligned with these:
 - Accountable
 - Entrepreneurial
 - Collaborative
 - Empowering
 - Disciplined

For those with People Management responsibilities;

Key Responsibilities & Accountabilities:

- Ensure team adhere to company and regulatory policies, procedures together with mandatory training requirements.
- Ensure team adhere to financial reporting requirements including monthly phasing of income.
- Contribute to the Division's business planning and budgeting process in accordance with timescales and guidance set by the Board.
- Develop a business plan aligned to the Division's goals & objectives.
- Align the team to the business plan and monitor their progress against the Plan, taking remedial action where appropriate.
- Responsible for service delivery and the team's performance against published service standards.
- Manage the day to day activities of the team.
- Optimise the performance of the business area for which you have direct responsibility.
- Provide leadership and guidance.

- Proactively mentor and coach your team.
- Hold regular team meetings and / or 1:1's with your direct reports.
- Ensure that all direct reports are appropriately trained, competent and aware of their responsibilities.
- Conduct regular appraisals in accordance with timescales and guidance set by the Board.
- Proactively promote the benefits of BMS Group both internally and externally.
- Exhibit behaviours that are consistent with the shared values of the BMS Group and encourage same from you team.
- Support and promote a culture of compliance with FCA requirements.
- Ensure health and safety regulations are employed effectively and compliance with them is exhibited by all the team.

Functional & Behavioural Competencies Required:

- Ability to lead and manage people effectively.
- Ability to develop and motivate direct reports.
- Strong business acumen and technical credibility.
- Excellent communication, organisation and delegation skills.
- Strong negotiation skills with the ability to exercise challenge, as appropriate.
- Ability to build and maintain positive working relationships within and across the Group.