



**Small Business Unit Account Handler
H&H Insurance Brokers**

Job Title: Small Business Unit Account Handler

Reporting to: Operations Director

Overall Job Purpose:

To provide advice and support to, and carry out administrative duties on behalf of H&H Insurance Brokers' clients in order to ensure an efficient and effective service.

Primary Accountabilities

1. To deliver growth in the SBU book of business through developing new business and cross selling to existing clients.
2. To develop relationships within local business communities to build H&H brand awareness.
3. To monitor workloads on an ongoing basis, allocating resources to cover business requirements.
4. To monitor renewal standards, attend Account Executive and Account Handler renewal meetings.
5. To ensure claims procedures are maintained.
6. To work with the Credit Controller to ensure debt levels are within company standards.
7. To give support to businesses on Commercial insurance policies.
8. To work with Insurers to deliver improvements in service, income and overall relationship.
9. To administer transactions on behalf of H&H Insurance Brokers including the completion of documentation, data input, processing of proposals to completion and the following up of outstanding documentation.
10. To improve the public perception of the company by attendance at agricultural shows.
11. To maintain current knowledge with regard to industry compliance.
12. To continue personal development by completion of ongoing insurance qualifications and training to improve personal knowledge of the industry and company business.
13. To work within the FCA rules and related procedures published by the company from time to time. This includes the Company's Compliance Manual and Training & Competence Manual.
14. To provide cover for absent colleagues in order to ensure the continuance of an efficient and effective service.

Secondary Accountabilities

1. To have an awareness of Health and Safety issues with relevance for the company and to advise colleagues or seek further advice accordingly.
2. Other ad-hoc duties that the employer determines fall within the job-holders capabilities.