



## **Job Description – Commercial Account Handler H&H Insurance Brokers**

**Job Title: Commercial Account Handler**

**Reporting to: Operations Supervisor**

### **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.

### **Job Description**

#### **Primary Accountabilities**

1. To provide a professional service as required to the clients of H&H Insurance Brokers including all aspects of commercial insurance.
2. To act as the primary point of contact for client servicing issues.
3. To administer transactions on behalf of H&H Insurance Brokers including:
  - the production of commercial renewal schedules and relevant renewal information
  - processing of proposals to completion and the following up of outstanding documentation
  - preparation of commercial business prospects
  - providing quotations for new commercial insurance business
4. To maintain current knowledge with regard to industry compliance.
5. To maintain relationships with the existing H&H Insurance Brokers client base by providing first line contact face-to-face or telephone advice and support.
6. To continue personal development by completion of ongoing insurance qualifications and/or training to improve personal knowledge of the industry and company business.
7. To carry out administrative duties as required on behalf of H&H Insurance Brokers.
8. 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 and Competence Manual.
9. To provide cover for absent colleagues in order to ensure the continuance of an efficient and effective service.

#### **Secondary Accountabilities**

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