

ABOUT US

We are an independent, Ipswich-based Chartered Insurance Broker providing business insurance solutions to organisations in Suffolk and beyond.

Our people are at the heart of the quality service we provide to our clients and are our most important asset; investing in their continuous development is a significant business priority.

We are delighted to hold the Investor in People accreditation, demonstrating our commitment to excellent client service, delivered by professional, qualified people with a can-do attitude.

WHAT WE OFFER YOU

- Competitive pay and bonuses
- Pension and life assurance
- Up to 25 days holiday (plus bank holidays)
- Days off for volunteering
- Financial support and rewards for study towards professional qualifications
- Wellbeing and worklife balance; providing breakfast, a cycle-to-work scheme, flu vaccinations and flexible working arrangements
- Reward schemes for those who go above and beyond
- Regular social events

WE'RE RECRUITING BROKING MANAGER

(Reporting to the Operations Manager)

Role purpose - you will:

- Be responsible for developing and delivering our Broking Strategy, including implementing and embedding the agreed approach across the team;
- Be responsible for management of the Client Servicing team of Account Handlers, including supporting their personal development and their technical learning and development journey;
- Support insurer relationships with a view of proactively aligning insurer appetite and product proposition to client requirements;
- Be responsible for supporting and co-ordinating new business broking activity by utilising in depth knowledge of Pound Gates insurer portfolio to help shape market exercises and allocating team resource;
- Complete internal due diligence and qualification procedures on existing and prospective clients;
- Collaborate with Account Executives and Account Handlers to agree internal strategy for key client renewals to achieve clarity of approach;
- Support and work alongside the Operations Manager to deliver on our quality and improvement agenda, including contributing to our Acturis Improvement Plan;
- Own, develop and maintain a new internal audit framework which correlates with the business's defined processes and procedures, verify conformity and supply constructive feedback;
- Be a technical referral point for the team, including on Acturis usage;
- Act as senior Account Handler for a panel of key client relationships;
- Act as a role model by demonstrating and upholding key behaviours and skills in line with company values;
- Build and maintain excellent working relationships with clients, prospects, colleagues, insurers and other partners/suppliers;
- Support the team with insurer negotiations where required;
- Be a well-known and respected figure in the defined operating area with a presence in appropriate networking organisations as required;
- Actively contribute to deliver the vision in line with the business plan;
- Be responsible for credit control and debt management for your team.

OUR VALUES

We are customer focused

We are committed to pursuing improvement, honouring our commitments, creating value and paying attention to the detail so we can deliver exceptional customer outcomes for our customers and clients.

We invest in our people

We are committed to being a 'Great Place to Work' where all of our people feel valued, involved, inspired, rewarded and supported to develop and grow.

We do good in our communities

We are committed to having a positive impact on all the communities we interact with – including our staff, clients and customers, suppliers and the locations in which we operate.

HOW TO APPLY

If you're ready to apply for our Account Handler role, please email del.sharman@poundgates.com attaching your CV and a covering note.

If you have any questions, please call Del on Tel: 01473 346030.

STRICTLY NO AGENCIES

Required skills and experience - you will be:

- A proven leader, manager, coach and mentor who displays natural empathy and engages their team, clients, insurers and others with a positive attitude at all times;
- A great communicator, both verbal and written, with strong presentation and report writing skills;
- Determined to achieve great client outcomes;
- Resourceful, collaborative and analytical in approach with excellent attention to detail;
- Confident in embracing change, including proactively identifying and contributing viable solutions to improve our business;
- A role model (internally and externally) for our brand and values at all times;
- A versatile problem solver;
- Someone who uses initiative, takes ownership and demonstrates accountability;
- Highly organised and able to demonstrate excellent time management and an ability to multi-task.
- An experienced broker with a proven track record in commercial broking, ideally Cert CII qualified (or higher) and/or with over 10 years' experience.
- A competent user of Microsoft packages and as required by the role
- A competent Acturis user, preferably a Super-user and/or e-trade champion.



INVESTORS IN PEOPLE®
We invest in people Standard



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