

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 SCHEMES UNDERWRITER

(Reporting to the Director)

Role background:

Pound Gates has a long history of underwriting delegated authority schemes on behalf of insurers. We have a separate dedicated Underwriting team consisting of 5 people. The team works in two specialist areas where we have particular expertise. These are:

- The UK Day Care Nursery sector
- The UK Removals and storage and Self Storage sectors

In both cases we work exclusively with our insurance partner to provide bespoke insurance cover to clients across the UK.

You will:

- Work alongside the Senior Underwriter for our Nursery scheme to underwrite (within agreed parameters) our account of nursery business; including new business, renewals and MTA's.
- Act as account handler (on a non-advised basis) for selected nursery clients delivering a first-class service to both clients and producing brokers;
- Provide support to the Senior Underwriter for our Removals & Storage scheme to underwrite (within agreed parameters) our account of removals and self storage clients;
- Work closely with new business colleagues to underwrite and secure the right business for our schemes;
- Develop and maintain a close working relationship with our insurer partners, including attending regular insurer meetings and reviews;
- Work closely with the team on an ongoing basis to review and develop our products and services to ensure they remain best in class;
- Achieve set targets/KPI's around new business and client retention to ensure we deliver sustainable performance and growth to insurers;
- Achieve set credit control targets;
- Provide support, guidance and training to colleagues in the underwriting team as required.

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:

- Professional, friendly and approachable with a 'can do' attitude and a track record of delivering excellent customer service;
- A detail person with a proven ability to analyse and interpret data to effectively underwrite risks and set appropriate terms in line with scheme parameters. It would also be beneficial (but not essential) to have some commercial insurance knowledge of areas including Property Damage, Business Interruption, Liability, Professional Indemnity and Directors' & Officers';
- A problem solver with a resourceful, collaborative and analytical approach;
- A strong negotiator who maintains excellent working relationships at all levels;
- A clear communicator, both over the telephone and in writing, with a strong attention to detail;
- Highly organised with excellent time management skills;
- Comfortable working on your own initiative and taking accountability;
- A strong team player, collaborative in your approach and prepared to readily support colleagues when required;
- A competent user of Microsoft programmes including Word, Excel and PowerPoint;
- A competent user of Acturis (preferable, but not essential);
- Qualified to at least Cert CII level (or otherwise agree to work towards achieving this within 18 months of starting the role) and have at least three years' commercial underwriting experience.



INVESTORS IN PEOPLE®
We invest in people Standard



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