

Job Description

Name	TBC
Title	Trainee Technician
Division	THB UK Risk Solutions
Reports to	Graham Stephens, Manager
Date	June 2018

Job Purpose

To undertake all aspects of Mid-term adjustments within the Admin Team, relative to personal experience and ability.

Responsibilities

- To ensure a professional and expedient level of service is maintained to support all matters pertaining to the THB UK Risk Solutions department
- To follow THB UK Risk Solutions and Group Best Practices
- Assist THB UK Risk Solutions Team with relationship development

General Tasks:

- Driver referrals (including obtaining additional information from agent where needed)
- Request relevant additional information required by underwriters from agents to enable them to consider requests further and vice versa
- Issuing of cover notes and green cards as necessary
- Scanning of documents and attaching emails on to Total Objects
- Ensure adequate contact is kept with sub-agent and underwriters during any of the processes to finalise matters
- To promptly convey instructions, premium and terms to underwriters
- Issue other relevant Total Objects integrated documents to accompany debit/credit notes
- Update MI/Statistics using Total Objects as necessary
- Advise brokers of acceptance/refusal of cover and provide written confirmation of terms as necessary
- Ensure replies received from underwriters where necessary and that agent informed accordingly
- Liaising with agent and underwriters in order to resolve issues
- Ensure that paper files are correct and in order prior to filing
- Filing of paper files

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- Check and issue policy documents including certificates to agents
- Close documentation ie proposal forms to underwriters
- Processing of finance agreements (includes on-line renewal of existing Premium Credit finance agreements)
- Assist with accurate updating of files (including FSB) and issue of slips as required
- Maintain own diary system in line with Divisional/Group Best Practices
- Maintain file archive system
- Investigate and resolve accounts queries as requested
- Obtain updated claims experiences from previous insurer
- Process amendments using underwriters computer system where necessary
- Negotiate with underwriters and sub-agents on indemnity issues with the aim of resolving to the clients satisfaction

Any other duties as directed in connection with the smooth running of the THB UK Risk Solutions Division.

Personal Attributes

Knowledge/Skills/Qualifications

- Minimum of 5 GCSE at grade C or above or equivalent, including Maths and English
- A Level grades BBC or equivalent
- High level of accuracy and attention to detail
- Able to work both independently and as part of a team

Key Competencies

Accurate Data and Management of Information – Level 1

Communicating and Influencing Skills – Level 1

Customer Focus – Level 1

Information Seeking – Level 1

Planning & Organising – Level 1

Relationship Building – Level 1

Team Working – Level 1

Signed _____
TBC

Date _____