



S G BUSBY LTD

Insurance Advisor Overview

S G Busby are looking to recruit Customer Focused Insurance Account Handlers with a major focus to ensure a quality service is provided to all clients in accordance with their needs and requirements.

Duties and Responsibilities:

- Ensure accuracy, efficiency and professionalism when dealing with both client and insurer in all aspects of the role:
 - New business
 - Renewals
 - Mid Term Adjustments
 - Claims
 - Queries
 - Premium financing arrangements
 - Cover note issuance
- Advising clients on existing products in accordance with their needs
- Ensure all business activity fully complies with FCA regulation and company procedures
- Handle any complaints in accordance with regulation
- Achieve and maintain a high level of customer service and promote exceptional customer care standards at all times.
- Develop and maintain a professional working relationship with all clients and provide expert product advice and guidance
- Comply with the administration requirement of any given insurer
- Actively secure renewal business by re-broking existing business to ensure the client is presented with the most suitable and cost-effective cover
- Professional Development with conduct learning, training and assessment exercises
- Ensure personal data (client and employee) is secure, held and properly utilised in accordance with the principles of the Data Protection Act (2018) and Company policies.
- Work at all times within strict confidentiality guidelines and the principals of the Data Protection Act (2018) and Company policies.
- Prioritise all client communication and ensure it is actioned in a timely way and in accordance with company procedures
- Maintain all computer and paper files in accordance with company standards (fully compliant with FCA)

Working from our Picton House Office in Desborough Road, Monday to Friday 9am to 5.30pm, with every other Saturday worked 9am to 1pm.

Central to High Wycombe shopping centre, bus station, local car parks.