



Job Title:	Underwriting Assistant (Crisis Management)
Employment Type:	Full-Time Permanent
Reporting To:	Practice Leader, Crisis Management
Working Hours:	9.30am to 5.30pm - Monday to Friday
Location:	85 Gracechurch Street, London EC3V 0AA
Salary:	£ Competitive
Bonus:	Discretionary Bonus Plan
Benefits:	25 days holiday, Private medical insurance, Life insurance scheme, Income protection scheme, Pension plan, Season ticket loan, Subsidised gym membership and Employee assistance programme.

About CFC:

We are the largest independent Managing General Agent (MGA) in the UK. Our focus is speciality lines, niche markets and emerging risks, and we have the largest cyber insurance underwriting team in London. CFC is backed by more than 30 Lloyd's syndicates and delivers insurance to over 60,000 businesses in more than 60 countries.

We're privately held and growing faster than any of our competitors and the market. Although insurance is a serious business, our culture isn't too corporate, and we never take ourselves too seriously.

At CFC we operate as 'one-team' and enjoy a culture of openness and encouragement. We invest heavily in the learning and development of our people and enjoy a fast-paced working atmosphere that is friendly, supportive, and fun.

Role Definition:

You will work closely with the Crisis Management Underwriting team to provide support and assistance with all aspects of day-to-day operations, administration and underwriting support to a small and dynamic team of Underwriters to meet new business and renewals SLAs and targets.

Key Responsibilities & Accountabilities:

- Respond to and manage account enquiries from brokers in a timely and professional manner, prioritizing as required to meet deadlines and SLAs;
- Follow up with brokers for new underwriting and renewals quotes;
- Deliver a consistently great customer experience to our brokers and clients;
- Management of the Crisis Management renewals portfolio including regular email/phone communication with brokers for binding renewals;
- Ensure that all policy endorsements and mid-term adjustments are completed quickly and accurately;



UNDERWRITING ASSISTANT (CRISIS MANAGEMENT): JOB DESCRIPTION

- Complete documentation and filing and in adherence with CFC processes and policy standards, ensuring quality and accuracy of data captured at all times;
- Support the Practice Leader and team members with ad-hoc duties and projects;
- Meet team performance standards and contribute effectively as part of the Crisis Management team.
- Communication with brokers for marketing purposes.
- Responsibility for chasing quotations and other correspondence.
- Responsibility for the renewal preparation process.
- Overseeing the London MRC (slip) binding process.
- Processing new broker contacts.
- Liaison with internal stakeholders and teams like compliance, underwriting support, IT systems and legal.
- Assistance with internal and external business reporting.
- Facilitating the flow of general enquiries from brokers.
- Meet team performance standards.
- Consistently deliver top quality service to brokers and clients.
- Build strong internal and external relationships.
- Work effectively as part of a team.

Skills & Abilities

- Commitment to developing a career within insurance
- You have a strong work ethic, commitment and a determination to succeed
- An ability to understand, quantify and embrace risk
- You operate well under pressure with an ability to multi-task
- Be confident, energetic and a good communicator
- Ability to maintain required service levels
- Solid planning and organising skills
- Strong numeracy skills
- A flexible attitude to working hours to complete tasks and meet deadlines

Knowledge & Experience

- At least 2-3 years' experience within a business support role within Insurance industry;
- Experience of using CRM systems and managing large volumes of data records;
- Strong computer literacy using MS Office (Excel, Outlook and Word).
- Genuine interest in the class and a good understanding of insurance/reinsurance business in general.
- The mind-set to understand, quantify and embrace risk in a commercial manner.

Education & Professional Qualifications

- University degree desirable, but not essential
- Progression towards ACII / willingness to complete preferable.
- 2-3 years insurance/reinsurance experience preferable.
- Must hold Cert CII and/or a University degree