



Job Title:	Cyber Team Leader - US (West Coast)
Employment Type:	Full-Time Permanent
Reporting To:	Cyber Practice Leader
Working Hours:	9.30am to 5.30pm - Monday to Friday (Role requires out of hours calls and some international travel)
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. We are '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 be responsible for executing our Cyber strategy for the US (West Coast) leading a team to develop profitable new and renewals business. Hands-on and leading from the front, you'll be involved in all aspects of underwriting including driving new business and ensuring renewals and wallet-share from your portfolio.

You will manage a team to develop and maintain long-term broker relationships and as a team leader, you'll build a high-performance culture, living out our core values, providing day-to-day guidance, support and coaching to deliver against budget and strategic objectives.

Key Responsibilities & Accountabilities:



CYBER TEAM LEADER, US (WEST COAST): JOB DESCRIPTION

Strategy & Plan Execution

- Work with the Cyber Practice Leader and leadership team to execute the Cyber strategic plan to achieve strategic goals, financial objectives and KPIs;
- Keep up to date with any changes in the market including noteworthy changes to legislation, regulation or compliance that may impact the Cyber practice and share knowledge as required;
- Develop new business for the US (West Coast) region including the management and oversight of key US and London Wholesale relationships;
- Attend and participate in the Team Leader, SMM Cyber Focus and Underwriting meetings and cascade and share relevant information to the Cyber team.

New Business & Renewals

- Proactively seek out new business and renewal opportunities to maximise profitability of the US (West Coast) Cyber team;
- Conduct day-to-day underwriting activities and act as referral point for all team Underwriters and Assistant Underwriters including training on policy wording, endorsements and processes to ensure compliance with binder agreements and internal CFC policies;
- Hands-on involvement with (US) binder renewals including building strong working relationships with key individuals at Carriers and attendance of Cyber peer reviews;
- Play an active role in ensuring efficient workflow management for all Underwriters;
- Attend face-to-face meetings and host events for brokers/clients (US travel as required);
- Work closely with the Cyber Practice Leader and Team Leaders for US (East Coast) and International to ensure consistency in our underwriting approach across the Cyber practice;
- Provide support for new Cyber products from conception and development to launch/marketing;
- Continually strive for excellence in all areas of Cyber underwriting, broker/client relationship management and delivery against Cyber service standards;
- Work in close collaboration with the Cyber Practice Leader and Cyber Product Leader on new products in line with SMM Cyber business plan delivery;
- Build strong internal relationships with peers, leadership/management, support functions and broader CFC colleagues treating everyone with trust, dignity and respect.



CYBER TEAM LEADER, US (WEST COAST): JOB DESCRIPTION

People Management

- Manage the US (West Coast) Underwriting team including goal and objective setting, conducting regular 121s, team meetings and completing team member six-monthly performance appraisals;
- Support Practice Leader with the training of new team members and support the ongoing training and development of the team. Act as role model daily, living out CFC's core values;
- Work with the Practice Leader and HR to assist with recruitment and selection activities;
- Ensure that team member sickness/absence and holiday records are kept up to date on HRIS.

MI & Reporting

- Provide timely MI & Reporting updates to the Practice Leader (to agreed format/standard);
- Assist with input for quarterly reports to Carriers and any internal reports prepared to aid underwriting consistency and profitability.

Skills & Abilities

- You have a strong work ethic, with drive, commitment and a determination to succeed
- You're passionate and highly knowledgeable about your products and services
- You set the bar high for performance with a laser focus on quality and excellence!
- You're naturally comfortable leading others and have solid people management skills
- A confident and charismatic team leader with strong influencing skills
- You operate well under pressure with an ability to multi-task
- Strong numeracy skills and good attention to detail
- A flexible attitude to working hours (this role requires out of hours calls and overseas travel)

Knowledge & Experience

- 3 - 5 years Cyber & tech underwriting experience
- Solid experience of Cyber underwriting within US is essential;
- Previous experience working within high volume transactional small/SME business segment;
- Demonstrable experience within a team leader (people management) role.

Education & Professional Qualifications

- Degree level education (2:1 or better) is preferred
- ACII / professional insurance certification