

Job description

Job title	Product Recall/Crisis Management Underwriting Assistant
Employment type	Full-Time Permanent
Reporting to	Job Title
Working hours	9.30am – 5.30pm - Monday to Friday (Role requires out of hours work and potential travel)
Location	85 Gracechurch Street, London EC3V 0AA
Salary	£ Competitive
Bonus	Discretionary Bonus Plan

CFC Benefits include 25 days holiday, Private medical insurance (plus dental and Optical cashback benefit), Life insurance scheme, Income protection scheme, Pension plan, Season ticket loan, Subsidised gym membership, 24/7 employee assistance programme and dress down Fridays. CFC social events include summer party weekend, Halloween and Christmas parties.

About CFC

CFC is a specialist insurance provider and a pioneer in emerging risk. With a track record of disrupting inefficient insurance markets, CFC uses proprietary technology to deliver high-quality products to market faster than the competition while making it easier for brokers to do business. Our broad range of commercial insurance products are purpose-built for today's risks, and we aim to give our customers everything they need in one, easy-to-understand policy.

Headquartered in London and backed by Lloyd's, CFC serves more than 70,000 businesses in over 80 countries. We're privately held and growing faster than any of our competitors in 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

As an Assistant Underwriter 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 and general enquiries;
- Deliver a consistently excellent customer experience to our brokers and clients in line with team performance standards;
- 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;
- 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;
- Communication with brokers for marketing and business development 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, for example compliance, underwriting support, IT systems and legal;
- Assistance with internal and external business reporting;

Skills & Ability

- 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 the 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 & qualifications

- Progression towards CII or ACII / willingness to complete preferable.

Our Core Values



The information contained within this job description is not intended to be an all-inclusive list of the duties and responsibilities of the role. The role holder may be required to perform other related duties as assigned. CFC Underwriting Limited may at its discretion, assign or reassign duties and responsibilities as appropriate.