

Job description

Job title	Terrorism Assistant Underwriter
Employment type	Full-Time Permanent
Reporting to	Team Leader, Terrorism
Working hours	9.30am – 5.30pm - Monday to Friday (Role requires out of hours work and over time, potential travel)
Location	85 Gracechurch Street, London EC3V 0AA
Salary	£ Competitive
Bonus	Discretionary Bonus Plan

At CFC we pride ourselves on being an employer of choice. We were delighted to be recognised in the *'Sunday Times 100 Best Companies to Work For 2019'* including a placing within the Top 30 for London!

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, employee wellbeing programme (including on-site massages), 24/7 employee assistance programme and dress down Fridays. CFC social events include the 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

You will work closely with the Terrorism 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 and Assistant Underwriters to meet new business and renewals SLAs and targets.

You'll have a year or two's experience within the wider insurance industry with a willingness to develop your technical underwriting and business development skills in order to become a trusted advisor and respected specialist underwriter within the CFC Terrorism team.

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 Terrorism 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;
- Maintain regular liaison with key internal stakeholders across the business (e.g. Property underwriting team, Finance, Compliance and IT) to ensure timely processing of data internally as required;
- Support the Team Leader and team members with ad-hoc duties and projects;
- Meet team performance standards and contribute effectively as part of the Terrorism team.

Skills & Ability

- Commitment to developing a career within insurance;
- 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 with an excellent standard of written English;
- A flexible attitude to working hours to complete tasks and meet deadlines.

Knowledge & Experience

- At least 1-2 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).

Education & qualifications

- Educated to A level standard minimum;
- Preferably CII certified (or working towards your CII professional exams);
- CFC supports the progression for individuals gaining professional insurance qualifications.

Our Core Values



CFC Core Values

- Passion & Perseverance**

We're passionate about what we do and it shows.
- Respect & Humility**

We treat everyone as we would want to be treated.
- Intensity**

We hold ourselves to the highest standards, always.
- One Team**

We show up as one team to achieve outstanding results.

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.

[Apply now](#)

Our mission is to radically simplify the way commercial insurance is bought and sold.

