

Who Are We?

We are a growing insurance business and excellent customer insight and experience needs to be at the heart of everything we do. Customers today have high expectations; their experience of using Complete Cover Group should not be second rate. We aim to meet customer needs by giving consistent information and support at their convenience. Our customer model is built on the following principles:

- A service that offers insurance to suit customer needs
- Consistent and high-quality contact centre management
- A service driven by customer insight and demand analysis
- A service that is delivered through efficient delivery channels

With significant opportunities available for CCG to grow revenues and profitability over the medium to long term, this is an exciting time to be part of the journey.

Business Support Assistant - Sunbury

39.6 hours per week (M-F & 1 in 3 Sat) – **12 month Secondment**

Reports to: Business Support Manager

Overview of role:

In a nutshell....

As a Business Support Assistant, you will be responsible for providing guidance, instruction, direction and leadership to your team for the purpose of achieving a key result or group of aligned results. Monitoring your team's performance, you will ensure they reach the goals set by the business while maintaining quality and adherence to regulatory requirements. You will be closely with the Academy team, ensuring all inductees are fully prepared to perform as an Insurance Agent.

Duties and responsibilities:

- Understand Sales volumes and income drivers and work towards achieving your team's collective targets
- Ensure appropriate Insurer Panel spread supporting a healthy split as directed by your line manager
- Through coaching, mentoring & performance management, ensure that your team operate on a quality model to ensure adherence to business expectations and to support our insurer partners.
- Enforce clear, accurate and specific communications when closing referrals
- Lead the team to treat customers fairly in all our activities, securing adherence to any regulatory requirements.
- Make sure all employees are aware of company policies and that they understand and comply with procedures following training.
- Within the defined framework of Quality, manage and review Insurance Agent calls and sold policies & quotations for quality to ensure the highest standard of company compliance are being adhered to and working within FCA guidelines.

- Give feedback on call structure and closing skills through remote listening and coaching back feedback.
- Manage the performance and development of the Agents through the utilisation of coaching sessions and SMART action plans.
- Coach the Agents in product, systems and skills to improve performance and to establish any additional training requirements.
- In liaison with HR carry out recruitment and selection processes for Insurance Agents.
- To provide updates to team as and when required relating to changes to schemes, products and processes. This will be done through both training, coaching and feedback meetings.
- Implement periodic product assessments for Agents to ensure understanding and on-going competence.
- Prepare and present performance reports for your team, including but not limited to scorecard information, performance against targets & monitoring of absence and lateness.
- Provision of regular educational updates to the Line Manager on the performance within your Team, ensuring that any issues are highlighted and recommendations for resolutions are provided where appropriate.
- Using the internal complaints procedure, ensure all relevant expressions of dissatisfaction received from the customer are resolved within allocated time frames by the team and escalate to Line Manager as set out within the procedure.
- Request, record and maintain necessary customer data accurately on all relevant systems.
- Support employees' understanding of data protection requirements within their role.
- Champion 'good practice' of data protection duties and responsibilities are as defined by the business and current regulation.

Essential Skills and Experience:

- A proven track record of leading and managing a team
- Ability to identify and apply risk mitigation & control
- Demonstrate the ability to manage challenging situations
- Confident in applying strategy to recognise & implement improvements to establish efficiencies
- Keen and able to drive projects through to successful completion
- Skilful at interrogating management information through analysis against performance measures

Person Specification:

- Self-motivated and resilient with the ability to operate independently where required.
- Well organised, methodical, realistic and reliable.
- Team player with ability to flex requirements to meet the needs of the business.
- Excellent communicator, both through written and verbal expression, and the ability to liaise with colleagues at all levels.
- Keen eye for detail

Strings to your bow...

- Minimum of 3 years' experience in a similar role
- Background in the insurance or finance industry

Key internal relationships:

It would be expected that the above role would interact closely with own team, the HR team as well as a variety of internal stakeholders.