

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.

Insurance Agent, Household - Sunbury

37.5 Hours per week plus 1 in 3 Saturdays – **Permanent**

Reports to: Business Support Assistant, Household

Overview of role:

In a nutshell....

As an Insurance Agent in the Household department, you will provide insurance quotations, customer service and mid-term adjustments to customers through the means of a great conversation. You will be an ambassador of the Company's Mission, Vision, and Values through an approach that has the Customers, Partners and the good of the business at the heart of everything that you do. You will also ensure adherence with any quality standards or pricing principles that have been set.

Duties and responsibilities:

- Provide customers with insurance cover that is appropriate for their requirements.
- Ensure that we treat customers fairly in all our activities, adhering to any regulatory requirements.
- Ensure that products are sold in a compliant manner as per FCA regulations.
- Record necessary customer data accurately on relevant systems.
- Ensure that the potential customers are provided with all the relevant information about the policy.
- Inform the customer about methods of payment and charges.
- As directed by the Management Team, listen to own calls and those of other Agents to self-validate progress against given parameters in relation to Customer calls.
- Utilise feedback and coaching opportunities relating to call evaluation and job performance in a positive manner.
- Prepare and implement action plans for both improvement and development using SMART objectives.

- Keep up to date with current schemes, products and processes to ensure quality of customer conversations and team performance.
- Comply with all Company policies and procedures.
- Ensure agreed targets and objectives are met within the agreed time frames and to highlight any issues faced, providing recommendations for resolutions where appropriate.
- Where necessary to present the underwriter/insurer with additional information to ensure the accurate provision of an insurance premium against the risk profile.
- Refer quotes outside of your authority to the appropriate person for consideration.
- Present ideas and raise concerns regarding your employment through the relevant channels.
- Utilise the company's internal complaints management system to record all relevant instances and outcomes of expressions of dissatisfaction received from the Customer.
- Request relevant documentation required by insurers.
- Input data from adjustments on to the computer system referring to the insurer if necessary and follow up any paperwork related to the transaction.
- Collect any additional premiums required for changes and insurance transactions.
- Ensure all adjustments are handled in a satisfactory and accurate manner in accordance with company guidelines.
- Request, record and maintain necessary customer data accurately on all relevant systems.
- Adhere to data protection duties and responsibilities as prescribed by the current regulations in relation to GDPR.

Essential Skills and Experience:

- Excellent communication skills, both written and oral and the ability to liaise with colleagues at all levels.
- Proven track record in the achievement of objectives, deliverables and meeting deadlines.
- Experience of working in a call centre environment with excellent customer service capabilities.
- Ability to learn quickly on the job, focusing on key deliverables

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.
- Keen to share information and knowledge with colleagues.
- Strong attention to detail

Strings to your bow...

- Experience in Household or Insurance industry
- Minimum of 1 year's experience in a similar role

Key internal relationships:

It would be expected that the above role would interact closely with own team and a variety of customers and insurers.