

## JOB DESCRIPTION

**Position Title:** Account Handler  
**Reports to:** TBA  
**Location:** London

### Key Responsibilities & Accountabilities:

- Co-ordinates placement of risks, including production of documentation to assist placement and maintenance throughout the risk life cycle (Underwriting Submissions, Market Reform Contracts, Wordings, Endorsements).
- Develop and maintain an active role/relationship with clients via e-mail, telephone and face-to-face, dealing with Client, Underwriter and Market Representative resolving or referring all queries to a satisfactory level.
- Demonstrate excellent technical knowledge and ability to communicate this to various audiences (Insureds, Retailers, Wholesalers, Internal and Underwriters).
- Ensure that accounts are serviced efficiently and professionally – creates MRC slips, Invoices and Underwriter submissions; deals with slip endorsements; maintaining all electronic files and compliance related checks where required to meet clients, Markets and third parties expectation.
- Monitor and maintain workflow, budgetary records, debit notes and policy wordings; operate a paperless filing system and strives to streamline processes.
- Work with the Brokers to identify and qualify opportunities for business development.
- Assist in design of complex program structures to provide innovative risk transfer alternatives as required.
- Ensure excellent service and compliance using meticulous checking and organisation ensuring appropriate procedures and electronic tools have been utilised; process annual compliance on Atlas where required on Facilities.
- Maintains up-to-date working knowledge of regulatory requirements (Contract Certainty, LMBS, FCA and International requirements).
- Enable and encourage interaction and collaboration with other divisional units.
- Adhere to company and regulatory policies, procedures together with mandatory training requirements.

**Functional & Behavioural Competencies required:**

- Excellent attention to detail and ability to plan meticulously.
- Excellent persuasive and influencing skills.
- Client facing and customer focused with excellent interpersonal and written communication skills.
- Excellent IT & organisational skills.
- Ability to perform effectively to tight deadlines with good personal organisation and time management skills.
- Anticipates problems in advance and makes contingencies.
- Proactive, always looking for ways of delivering a better or more efficient service.
- Communicates clearly; effectively contributes to the team and interacts with others.
- Personally demonstrate the five BMS values and ensure that team members are aligned with these:
  - Accountable
  - Entrepreneurial
  - Collaborative
  - Empowering
  - Disciplined