

## JOB DESCRIPTION

**Position Title:** Broker Support & Delegated Underwriting Technician  
**Reports to:** Broker Support Lead, Delegated Authority  
**Location:** London

### Summary of Position:

An integral appointment within the Delegated Authority unit responsible for the end to end process management of Delegated Authority business, primarily originating from North America. To provide comprehensive, timely and accurate DUA support to the Directors and wider Broking team in support of new business onboarding and account renewal.

### Key Responsibilities & Accountabilities:

- Create and prepare Binding Authorities, lineslips, open market slips, slip endorsements and policy wordings, with particular emphasis on North American business.
- Binding Authority registration and maintenance in DCOM.
- Management of ATLAS records in conjunction with Coverholder clients.
- Monitoring and resolution of Coverholder audits via the Lloyd's Delegated Audit Manager system, working directly with both Coverholders and Managing Agent Delegated Underwriting Teams.
- Respond to Compliance information requests from Managing Agent Delegated Underwriting Teams and Lloyd's.
- Liaise with internal and external stakeholders to deliver a consistently excellent and comprehensive service.
- Deal with incoming technical enquiries from Clients, Underwriters and third parties.
- Review, advise and guide both team and clients on compliance matters, with a focus on Lloyd's requirements.
- Assist in the creation and maintenance of comprehensive client and broking documents including renewal information.
- Provide input on any system that BMS is using or considering using, both internal and external.
- Run ad-hoc compliance projects as required.
- Maintain accurate records using the BMS electronic filing system.
- Adhere to company and regulatory policies, procedures together with mandatory training requirements.

**Functional & Behavioural Competencies required:**

- Excellent interpersonal and written communication skills.
- Excellent IT & organisational skills.
- Strong administration skills with the ability to use own initiative to solve problems, taking ownership.
- Ability to perform effectively to tight deadlines with good personal organisation and time management skills.
- High level of discretion and judgement.
- Anticipates problems in advance and makes contingencies.
- Proactive, always looking for ways of delivering a better or more efficient service.
- Excellent telephone manner.
- Communicates clearly; effectively contributes to the team and interacts with others.
- Excellent attention to details and ability to plan meticulously.
- Maintain strong relationships with Clients and Underwriters.
- Demonstrate commitment to continuous personal and professional development through active participation in development events.
- Understanding of the process and procedures within the insurance market.
- Basic technical knowledge of FCA regulations as they pertain to Binding Authorities and the Role a Lloyd's broker plays in respect of third party binders.
- Knowledge of Eclipse/Sequel.
- Personally demonstrate the five BMS values and ensure that team members are aligned with these:
  - Accountable
  - Entrepreneurial
  - Collaborative
  - Empowering
  - Disciplined