

Job Description

Position Title: Junior IMR Technician

Reports to: IMR Team Leader

Location: London

Summary of Position:

The IMR Technician is responsible for providing an efficient and effective Bureau Submissions Processing service to the business whilst adhering to Regulatory, Risk and Compliance requirements.

Key Responsibilities & Accountabilities:

- Adhere to company and regulatory policies, procedures together with mandatory training requirements.
- Assess incoming processing requests for completeness and take the appropriate actions.
- Complete Submission processing requests on IMR accurately and within the Service Level Agreements (SLA's) agreed with the business.
- Produce accurate and complete bureau documentation.
- Process LORS entries.
- Maintain the status of processing requests within the SLA tracking tool.
- Liaise with Xchanging, underwriters, business units and Insurance Business Accounts (IBA) to resolve queries.
- Maintain status and commentary updates within the Unforwarded Balances report.
- Maintain query / rejection log.
- Liaise with IBA to ensure prompt payment of balances.
- File relevant documentation electronically as per the agreed structures and standards.
- Alert manager of deficiencies and suggested improvements in the teams processes, procedures and controls.
- Good working knowledge of MS Word and Excel.
- Assist with ad-hoc projects as and when required.
- Exhibit behaviours that are consistent with the shared values of the BMS Group.
- Proactively promote the benefits of BMS Group both internally and externally.

Experience Required

- Completed GCSE Qualifications ranging from A – C (or equivalent)

Functional & Behavioural Competencies required:

- Good communication and organisation skills.
- Good technical and industry knowledge.
- Ability to multi task and meet processing SLA's / project deadlines.
- Ability to build and maintain positive working relationships within and across the Group.

The above list is not exhaustive and the job holder maybe required to carry out other duties at management's discretion.