

Job Description

Position Title: Senior Account Handler

Reports to: Director, Liability

Location: London

Summary of Position:

Senior Account Handler within the International D&F Liability team to co-ordinate all risk placements from cradle to grave and support the Directors of the business unit in respect of serving existing and new business relationships.

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.
- Ensure that accounts are serviced efficiently and professionally from cradle to grave.
- Production and monitoring of renewal reports.
- Work with the Brokers to identify and qualify opportunities for business development.
- Maintaining Electronic Filing.
- Ensure evidence of good 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.
- Monitoring credit control report (liaising with brokers, markets, and internal terms to ensure reports are kept up-to date)
- Maintains up-to-date working knowledge of regulatory requirements (Contract Certainty, LMBS, FCA and International requirements).
- Assist in the management of the workload of the team, sub delegating where appropriate.

- Effective management of Employees (where appropriate) raising any serious concerns to line manager) and being involved with the Personal Improvement Plan where required.
- Appraising direct reports (where required) and making suitable recommendations.
- Enable and encourage interaction and collaboration within the team and other divisional units.
- Adhere to company and regulatory policies, procedures together with mandatory training requirements.
- Adhere to financial reporting requirements including monthly phasing of income.

Functional & Behavioural Competencies required:

- Attention to detail to plan meticulously.
- Evidence of good 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:
 1. Accountable
 2. Entrepreneurial
 3. Collaborative
 4. Empowering
 5. Disciplined