

Job Description

Position Title:	Senior Account Handler
Reports to:	Managing Director, Construction
Location:	London

Summary of Position:

Account Handler within the Construction 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:

- Coordinates placement of risks, including production of documentation to assist placement & maintenance throughout the risk life cycle (underwriting submissions, market reform contracts, wordings, endorsements)
- Plays a highly active role/relationship with clients via email, telephone & face-to-face, dealing with Client, Underwriter & Market Representative queries
- Ensures that accounts are serviced efficiently and professionally – Workbench entries, due diligence checks, creates MRC slips, policy wordings and Underwriter submissions; deals with slip endorsements;
- Monitors & maintains workflow, budgetary records, debit notes & policy wordings; operates a paperless filing system & strives to streamline processes
- Production and monitoring of renewal reports.
- Monitoring credit control report (liaising with brokers, markets, and internal terms to ensure reports are kept up-to date)
- Ensures excellent service and compliance using meticulous checking and organisation; processes annual compliance on Atlas
- Maintains up-to-date working knowledge of regulatory requirements (Contract Certainty, LMBS)
- 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