





JOB DESCRIPTION

Job Title:	Home & Private Collections Trainee Account Handler
Department:	Home & Private Collections Team
Reporting to:	Team Leader
Location:	National Service Centre

TH MARCH COMPANY VALUES:

The post holder will be expected to operate in line with our workplace values which are:

-  **WE PUT CUSTOMERS FIRST**
We value customer relationships & listen carefully to understand their requirements.
-  **WE DO THE RIGHT THING**
Acting with honesty and integrity, we are fair and respectful in everything that we do.
-  **WE LOOK FOR SOLUTIONS**
We enjoy helping our customers, partners and colleagues find answers and solutions to their requirements or problems and are committed to the customers and trades in which we specialise.
-  **WE ARE A TEAM**
We take pride in our accomplishments. We support each other, sharing our knowledge and experiences, always striving to achieve the highest possible standards.

PURPOSE OF ROLE:

To undertake designated administrative duties in accordance within the Company's requirements.

JOB COMPETENCIES:

Responsibilities:

- To successfully deal with new business enquiries and insurance renewals and provide a first-class service to clients and Sub brokers by fulfilling their insurance requirements.
- To handle day to day queries from clients/Sub brokers and act as point of contact and build and maintain relationships with clients, sub brokers, insurers and other staff within the Company.
- To work as part of an effective team, helping to develop less experienced team members whenever appropriate.
- To liaise with colleagues to share information about the current insurance marketplace, and to assist them with any insurance queries.

- To comply with service standards at all times, to ensure the best service is provided to THM direct clients and sub brokers.
- To provide insurers and underwriters with accurate information to ensure they can assess each risk correctly.
- To maintain accurate files and to ensure copies of correspondence and telephone notes are correctly recorded.
- To maintain clients' and the Company's confidentiality at all times.
- To fully understand TH March Policies and Procedures and ensure they are adhered to.
- To comply with the Company Policy on Information Security and Acceptable Use.
- To undertake all other duties as reasonably required and directed.

Behaviours:

- To embrace and behave in line with TH March Values.
- To comply with FCA Regulations.
- To comply with the FCA's Treating Customers Fairly principle including:
- Acting in an honest and open manner at all times with both clients and the Company.
- Acting with integrity by demonstrating fairness and impartiality.
- Demonstrating a client focussed approach.
- To ensure that business transactions are conducted in a way that is clear and straightforward.
- To treat everyone with dignity and respect
- To enhance your role by undertaking appropriate training and personal development courses, as required.

SKILLS REQUIRED:

- Excellent customer service skills and telephone manner.
- Effective communication skills, both verbal and written.
- Ability to gather and analyse information for the client/Sub broker and resolve problems.
- Ability to identify and respond appropriately to an individual client's level of understanding.
- Ability to identify and match products with client requirements.
- Ability to persuade and influence others.
- Ability to demonstrate, understanding and apply TH March values. These are embedded in all roles.