



## Job Description

<b>Job Title:</b>	Insurance Account Executive		
<b>Department:</b>	Fram Farmers Insurance Services Ltd		
<b>Reports to:</b>	Nick Hindle - Financial Controller		
<b>Hours / Days:</b>	Monday – Friday	8.30 a.m. – 5.00 p.m.	37.5 hours per week
<b>Job Summary:</b>	Working to the Fram Farmers vision and strategy objective with specific responsibility for providing an insurance solution to members in partnership with FF Insurance Broker.		

### Key Responsibilities and Duties

#### 1. Relationship with FF Insurance Broker

- Develop, maintain and monitor key relationship with Insurance Broker.
- Report to FF Insurance Broker to ensure meeting FCA standards and acting compliantly in all dealings.
- Participate in training activities as provided by FF Insurance Broker.
- In partnership with Insurance Broker, drive sales and develop relationships with FF members to meet company targets.

#### 2. Members

- Handle enquiries from members, book in site visits and obtain current insurance documents and claims history.
- Obtain quote/s from insurer/s and present the information to the FF Member.
- Handle small claims enquires and pass larger claims to FF Insurance Broker to handle but keep a close monitor on their progression.
- Keep a constant open dialogue with FF Members to obtain ideas for a “unique” insurance product to protect and enhance their businesses. Meet with insurers to present those ideas and to develop the product.
- Manage the BUPA Scheme for members and employees.
- Develop new income streams and strategies alongside the current FF private health scheme.

#### 3. Administration

- Assist Financial Controller to set and meet yearly sales and conversion targets as agreed by Fram Farmers (FF) and FF Insurance Broker.
- Produce promotional material and promote the Fram Farmers Insurance Solution to members.
- Monitor leads and conversions and regularly communicate figures to Financial Controller.
- Manage existing client renewals.
- Transform risk information into a presentable format for insurers to produce a quote.
- If FF Member agrees quote then negotiate final terms and accept the quote with insurer.
- Produce Insurance documentation and present to FF Member.
- Complete invoice handover sheets and forward to Insurance Broker.
- Monitor commission income from Insurance Broker.

- Ensure prospect database is kept up to date and reported to the Financial Controller.

#### 4. Professional Qualifications / Commercial Development

- Continued Professional Development and progression towards Cert CII if required.
- Keep aware of commercial, high net worth and personal lines product development on the market.
- Have an awareness of the products that other brokers and insurers are providing so as to remain competitive.
- Market and represent FF Insurance at key farming events.
- Liaise with FF colleagues to ensure that they are fully aware of the Insurance provision so that they can discuss with FF members and potential new members.
- Maintain a professional attitude and promote the group wherever possible

#### 5. General

- Liaise with work colleagues as required.
- Participate in internal / external meetings as requested.
- Identify and meet personal job-related training and development as required.
- Undertake telephone liaison with relevant contacts.
- Provide assistance in terms of general and specific business support as required.
- Improve open communication and the sharing of information across all departments.
- Maintain an awareness of the FF Quality System and report any suspicious / suspected breaches of security to the Quality Assurance Co-Ordinator.

### Person Specification

<b>Location:</b>	Easily commutable to Framlingham
<b>Experience:</b>	<p>Good understanding of Insurance Industry          Good knowledge of Agriculture          Customer Service / Account Management experience          Relationship Management experience          Good telephone manner / skills          Strong Microsoft Office / General Computer Skills          Working within a high pressure environment          Negotiation Skills</p>
<b>Personality:</b>	<p>Excellent organisation skills          A resourceful team player          Self-assured and motivated          Adaptable and flexible in approach          Upbeat manner with a “can-do” attitude          Ability to learn and assimilate new information quickly          Ability to multi-task</p>
<b>Qualifications:</b>	<p>A good standard of general education.          CERT CII is preferred but not essential</p>
<b>Salary / Benefits:</b>	<p>negotiable depending on experience          5% non-contributory pension          22 days holiday plus 8 bank holidays          Life Assurance          Death in Service Benefit          Member Benefits</p>