

## General Support Assistant (with Progression Opportunity)

Working within our Head Office in Peterborough

[careers@genmedinternational.com](mailto:careers@genmedinternational.com)

G&M International are a well-established insurance broker working within the UK and international markets. We are keen to bring in a Support Assistant to support our administrative requirements in the provision of our specialist range of services for the insurance industry and our clients. Essential skills include Microsoft Office including MS Word & Excel, and you will need to demonstrate excellent communication and organisational ability to manage your workload and get things done. All necessary training will be provided.

### Responsibilities for this position:

- Assist and be proactive with new business enquiries from UK and International clients in various classes of insurance.
- Ensure that all procedures are accurate, in line with FCA guidelines and in accordance with the G&M International Procedure Documents.
- Assist in the implementation of business strategies for direct business as well as broker business for the International Division.
- Assist the G&M team with file management and document preparation.

### By:

- Ensure that client customer service is paramount, enabling the team to focus on generating new business and looking after renewals.
- Ensure all workflow is processed in a timely manner to relevant systems; including preparing insurance contracts and endorsements, invoicing and credit control, uploading client details to database.
- Assist in the implementation of new business strategies for direct business as well as broker business.
- Developing, expanding and negotiating with existing network of underwriters in order to demonstrate a capability for placement of risk.
- Feedback competitive information and market intelligence to Manager to keep up to date with market trends.
- Attending conferences and relevant networking events to grow and develop contacts and keep up to date with the current market.
- Have an understanding of how the functions of the role interlink with the rest of the business and liaising effectively with all departments.
- Committing to travel (UK and International) in order to meet potential customers and/or Brokers.
- Having regular reviews with the rest of the team to monitor performance whilst documenting the information obtained.
- Day to day management of our clients and workload as required.
- Learning and understanding the General & Medical Group structure and existing products and being able to learn and adapt to new insurance classes.

## **Personal performance, conduct and development**

Meets targets and take responsibility for own performance: Remain abreast of current services offered by the company and be aware of changes to legislation by the Financial Conduct Authority (FCA). Cascade any information / changes in legislation to work colleagues.

Work in Accordance with the company policies and procedures: Be aware of and adhere to the General & Medical policies and procedures. Work in a way that meets the statutory requirements of employees under Health and Safety at work. Ensure that all work is carried out compliant with Lloyd's certification.

Flexibility and Team Work: Work flexibly as part of a team to meet the needs of the services provided by the company. Value each team member's contribution and help colleagues to the best of their abilities.

Professionalism: Set a good example to other staff in attitude to work and general working practices. Deal with all colleagues in a professional manner. Maintain a professional working relationship with direct reports in order that there is no issue in dealing with any unacceptable performance and/or conduct.

## **What You Can Expect From Us**

- Attractive Salary dependant on experience
- Office Based Monday to Friday: Hours are 8.45am to 5.15pm with 1 hour Lunch Break
- Access to Pension Scheme
- Sick Pay Scheme and Attendance Bonus
- Great Annual Leave Benefit including additional family days
- Free Worldwide Multi Trip Travel Cover and discounted rate for family members
- Cash benefits linked to Personal Accident, Life Cover and Critical Illness
- Monthly Employee Rewards Scheme
- Commitment to Employee Learning and Development
- Access to Wellbeing Services and Discount Scheme
- Free tea, coffee and fresh fruit
- Friendly working environment in Peterborough – convenient location close to the A1

COVID-19 precautions are in place, including screens, social distancing, sanitisation and no sharing.

## **About Us**

Our greatest strength is our people – professional, driven yet grounded and fun to work with. If our culture sounds like a good fit for you and you want to be part of our exciting journey then please send a copy of your CV to [careers@genmedinternational.com](mailto:careers@genmedinternational.com)