

# Job Description – Office Admin Support

## **£24,000 - £26,000 Full Time Salary**

General & Medical are a long-established company in the provision of medical and other specialist insurance services to professionals, businesses and families both within the UK and internationally. Although providing medical insurance remains a core activity for the Group, we have developed many other services and insurance products available through our divisions and subsidiary companies.

We have an exciting full-time opportunity for a career minded Administrator. You will be based in our Peterborough Head Office with a focus on supporting the department in coordinating agreements with our supplier network. Working within a small team, the successful candidate will have excellent attention to detail, be able to organise their work effectively and communicate professionally. You will require a thorough understanding of handling sensitive communications, both verbal and written, gained through previous employment experience.

### **About this position:**

- Work in support of management to enhance the service we provide. Have an understanding of that role to allow effective engagements with suppliers when necessary.
- Analyse reports and communications to ensure the next step process is appropriate, identifying errors, anomalies and taking action to resolve issues.
- Influence improvements within internal procedures that help the business function and improve the customer experience.
- Support the wider team in order to meet deadlines and be able to concurrently process multiple complex issues.
- Assist in the development of support and services offered through the company's Advisory Panel.
- Carry out root cause analysis for identified issues and work through to resolution.
- Be active with the production of reports for internal use and to support Senior Management.
- Become familiar with company products and services and be able to use data analysis techniques to support decisions.
- Remain current with industry developments and internal/external influences that could impact on performance and process.
- Gain an understanding of how the role and process interlink with other areas of the Company.
- Ensure that client records are maintained with updated information from ongoing communications.
- Managing own workflow in a timely manner.

### **Skills and Experience – Required**

- Strong verbal and written communication skills for engagements with suppliers.
- Experience of working in a fast-paced environment and capable of building relationships.
- Ability to organise and prioritise as required in order to meet deadlines.
- Professional approach to represent the Company as necessary.

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

#### Meet targets and take responsibility for own performance:

Remain abreast of current processes and 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 Company policies and procedures. Work in a way that meets the statutory requirements of employees under legislation.

### Flexibility and Team Work:

Work flexibly as part of a team to meet the needs of the customers of the Company. Value each team member's contribution and help colleagues to perform to the best of their abilities.

### Professionalism:

Set a good example to other staff in attitude to work and general working practice. Deal with all colleagues and customers 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:**

- Regular and Full Time Monday to Friday hours – No weekends – No shifts
- Attendance Bonus
- Access to Pension Scheme
- Great Annual Leave Benefit including additional family days
- Free Worldwide Multi Trip Travel Insurance 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

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 [jobs@generalandmedical.com](mailto:jobs@generalandmedical.com)