

Munich Re Transforming Knowledge into Progress Role Profile	
Job Title	Underwriter Level 1
Company	HSB Engineering Insurance Ltd
Division	Customer Trading Hub
Base location	National
Reporting to	Segment Team Leader
<p>Job Purpose:</p> <p>This is a key role supporting the Segment in the provision of a comprehensive underwriting administrative support in all aspects of the underwriting and sales administration of inspection and insurance quotations, enabling the team to achieve new business growth and revenue targets.</p> <p>The postholder will be required to undertake this role in line with the Company's culture of service excellence and high technical standards.</p>	
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • Provide a high standard of administrative and underwriting support to the Segment team enabling a highly efficient 'Customer First' service to all internal and external customers. • Collaborate with team members to assist in the achievement of Segment service and operational KPI's • Contribute towards the achievement of profitable growth and revenue by pro-actively supporting the segment in its growth and revenue strategies. • Identify new innovative approaches to maximise new and existing business growth in line with 2025 ambitions. • Pro-actively manage a caseload in line with assigned authority level and effectively underwrite existing business cases, including analysis and compilation of data for referrals • Prioritise own renewal allocation, maintaining case retention and rates, and identify cross selling opportunities so that team targets are achieved • Process adjustments accurately and promptly to ensure customer requirements are met. • Pro-actively obtain underwriting surveys, ensuring through understanding of requirements and take appropriate action as required • Develop and maintain effective trading relationships with customers through regular contact and underwriting support in line with defined customer growth and revenue plans • Work collaboratively with team members to ensure effective loss ratio control by effectively adhering to segment and business wide underwriting processes and strategies • Support and work collaboratively as directed with the Segment Leadership team, Customer Trading Hub Manager and Team Leader to prioritise workloads within the Customer Trading HUB, to achieve good customer outcomes • Effectively manage and resolve broker and client queries in line with agreed internal and external SLA's, escalating where appropriate to ensure high levels of customer satisfaction and maximise customer retention. • Actively utilise current binding authorities, ensuring continuous professional development is undertaken to develop technical/underwriting knowledge and skills to ensure the needs of the team, the business and its customers are achieved • Responsible for populating and updating HSB's CRM (Microsoft 365 Dynamics) with all activity and business interactions. • Attend relevant industry and market specific events, conferences and networking activities, to raise HSB's profile and market presence. • Ensure compliance with all internal and industry and regulatory requirements at all times. • Undertake any team or business wide projects as required by the Segment Leadership team and commensurate with role. 	

Key Skills and Experience:*Essential*

- Collaboration and teamwork
- Working knowledge of department processes and procedures
- Strong organisational skills
- Excellent written and verbal communication

Qualifications and Educational Requirements:

- Progression towards CII Certificate in Insurance

Personal Attributes:

- Self-motivated & proactive
- Customer champion
- Ownership & accountability for performance
- Delivers results