

Client Services Executive - Group Schemes & Key Accounts

Location: County Gates, Westbourne, Poole

Department: Customer Service

Reports to: Customer Service Manager

Hours: Full-time, Monday to Friday

Salary: Approx £28k, depending on experience

Holiday: 25 days plus bank holidays

Benefits: Private Medical Insurance provided

If you're a recent graduate or early-career professional who enjoys delivering exceptional service, takes pride in accuracy, and wants to build a meaningful career within a growing business, we would love to hear from you.

WHY JOIN FREEDOM HEALTH INSURANCE?

A Business Built on Service

Freedom Health Insurance is a family-run health insurance business with a strong reputation for putting our members first. Service quality, integrity and care sit at the heart of everything we do, for our clients and for each other.

A Supportive, Long-Standing Team

Many of our people have been with us for 10, 15, even 20 years, which reflects the inclusive, respectful and supportive environment we have built. We want people to feel seen, heard and valued, regardless of role or seniority.

A Great Location

Our office is based in the heart of Westbourne, close to local shops, cafés and amenities, with excellent transport links.

A Culture That Values People

This is not a high-pressure sales environment. We focus on doing the right thing, delivering consistently high levels of service, and looking after the people around us, clients and colleagues alike.

We also enjoy regular team socials, team-building activities, light breakfast options, and recognising loyalty and long service.

THE ROLE

This role sits within a growing and strategically important area of the business, supporting the administration and servicing of our largest group insurance schemes, including key accounts.

We see this as an excellent opportunity for a graduate looking to start their career in a professional, regulated environment, where accuracy, communication and service quality really matter.

You will work closely with brokers, clients and internal teams to ensure group schemes are managed smoothly, accurately and professionally. Once confident in the role, you will play an active part in helping improve how group schemes are serviced, including suggesting better processes and smarter ways of working using technology and AI.

This is not a sales or new business role.

WHAT YOU WILL BE DOING

- Supporting the day-to-day administration of large group insurance schemes
 - Processing policy updates, joiners and leavers, invoicing instructions and scheme changes with high accuracy
 - Acting as a professional point of contact for brokers and clients on servicing matters
 - Supporting the group renewal process in line with underwriting instructions
 - Maintaining clear, accurate records across internal systems
 - Working collaboratively with underwriting and internal teams
 - Using technology confidently and being open to AI and digital tools to improve efficiency
 - Once established, contributing ideas to improve workflows and service delivery for group schemes
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WHAT WE ARE LOOKING FOR

You don't need to come from a sales background — what matters most is professionalism, accuracy and a service mindset.

You're likely to be a great fit if you bring:

- Strong written and verbal communication skills
- High attention to detail and a methodical approach
- Confidence dealing with important or high-value clients
- Comfort using technology and learning new systems
- Curiosity about how AI or automation could improve ways of working
- A positive, responsible and client-focused attitude

Experience in insurance, financial services or a regulated environment is helpful, but not essential. Graduate applicants are welcome.

WORKING AT FREEDOM

At Freedom, we believe great service comes from people who feel supported and respected. We offer a professional yet friendly environment where collaboration is encouraged, ideas are welcomed, and long-term careers are built.

If you care about delivering quality and value, being part of a close-knit team, and contributing to a business that genuinely puts people first, we would love to hear from you.

To apply, please get in touch with us at careers@fhi.co.uk