

## Broker Support Executive

This is a unique and exciting full-time opportunity to join a team at Freedom Health Insurance as a Broker Support Executive.

Freedom Health Insurance is a trusted independent private medical insurance company based in Poole, Dorset which is rapidly growing both in the UK and internationally. We are focused on delivering outstanding customer support and always looking to strengthen and expand our service.

### About the role

We have a fantastic opportunity for an Individual to join our sales team as a Broker Support Executive, this is an office-based role and perfect for someone with a background in Private Medical Insurance.

The Sales Team is at the forefront of building client relationships and driving revenue through enhancing relationships, this role focuses on bringing new clients into the business albeit indirectly through our intermediary partners.

You will be expected to build relationships with our existing brokers and develop new business opportunities by following up on health insurance quotations for small to medium enterprises. The role is phone based, therefore requires excellent communication and negotiation skills, other duties will include managing our agency inbox and assisting the sales team in general day to day duties.

Experience in Private Medical Insurance working in either a broker or Insurer environment is essential. You will play a pivotal role in cultivating relationships with existing partners and driving revenue growth by taking ownership of our quotes process and dealing with day-to-day agency enquiries and updates.

The role presents an exciting opportunity to contribute significantly to the sales team and make a meaningful impact on the business.

### Key responsibilities

#### Technical and operational responsibilities

- Building and developing broker relationships with our intermediary panel.
- Ensure quotes are responded to within set timescales, and in line with internal quote parameters.
- Discuss options with our broker partners with a view to securing the business and to understand if we need to react to market feedback.
- Work closely with the underwriting team to convert quotations into new business by negotiating premiums on behalf of the broker for their client(s).
- Develop and maintain a structured process to follow up quotations with different broker requirements.
- Maintain up to date quotes spreadsheet and ensure all relevant information is included.
- Management of agency inbox and ensuring agency enquiries/updates are responded to in line with agreed service standards.

- Setting up new broker agencies by issuing terms of business agreement and ensuring the broker has the relevant regulatory requirements and is suitable to distribute the Freedom Health Insurance policies.
- Promote the best image for the company through the professional behaviour and adhere to company standards and procedures.
- Maintain an in-depth knowledge of the private medical insurance markets and keep up to date with industry developments and trends.

## **Personal characteristics**

This is an exciting role, and you will be working in a friendly office environment in Poole, Dorset for a company that provides private medical insurance to a wide range of customers both in the UK and overseas. Our business is expanding and so we are looking for an effective and competent broker support to join us.

In addition, you must be prepared to participate and work closely with the Head of Sales & Distribution, Sales staff, and the Underwriting team. We are all required to work together and support each other to ensure we operate smoothly, efficiently and provide the high level of customer service we aim to always give. This means you must be:

- Able to work well under pressure and in the face of short deadlines.
- Presentable, flexible, approachable, adapting and responding to team objectives at short notice.
- Well organised and able to prioritise a workload of varied and important tasks.
- Able to work on your own with minimal supervision as well as an integral part of the team.

## **Education and experience**

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## **Benefits**

You will join a small and dynamic team within an inclusive and positive company where you can develop professionally, gain important transferable skills, and grow your career. You will get:

Competitive benefits package including:

- 25 days annual leave
- Commission scheme
- Pension
- Private Medical Insurance

To apply, please send your CV and cover letter to Rob Malvasi at [r.malvasi@fhi](mailto:r.malvasi@fhi)