

JOB TITLE: INSURANCE TECHNICIAN

JOB HOLDER

1. MAIN PURPOSE OF JOB

To ensure the quality and accuracy of products and their delivery in accordance with agreed customer requirements or CDL business needs

2. POSITION IN ORGANISATION

- Reports to Production Team Leader
- Direct contact with internal and external customers

3. SCOPE OF JOB

- **Functional** – ensure agreed testing procedures are carried out. Contribute to the achievement of Quality and Service excellence within the team
- **Communication** – communicate issues and information to Team Leader, colleagues and internal and external customers
- **Commercial Awareness** – develop and maintain a full understanding of CDL applications and projects
- **Training and Development** – assist with the training and development of Production staff
- **Management information and support** – provide reporting and support to Team Leader and undertake ad hoc projects as required

4. DIMENSIONS & LIMITS OF AUTHORITY

- Authorise release of tested product
- Rejection of work which fails quality testing
- Monitoring procedures

5. QUALIFICATIONS

- Minimum 5 GCSE's grades A-C including Maths and English or equivalent

6. EXPERIENCE

- Demonstrable experience gained within a insurance company or broking environment
- Proven understanding of personal lines/scheme products and rating factors
- High level of computer literacy
- Experience of communication with line management and customers

JOB HOLDER IMMEDIATE SUPERIOR

DUTIES & KEY RESPONSIBILITIES:

Functional

50%

- Carry out testing procedures within necessary timescales to ensure all errors are identified and corrected before release of product
- Make recommendations for improvements to testing procedures or tools
- Develop and maintain high levels of underwriting competence and procedural knowledge

Communication

20%

- Ensure Team Leader and colleagues are informed of all relevant issues
- Liaise with Production Quality & Technical staff, Project Managers and other internal customers to ensure quality and timely delivery of work

Commercial Awareness

10%

- Develop and maintain a good understanding of CDL applications and products
- Develop and maintain a good understanding of insurer panel and their respective business activities and requirements

Training and Development

10%

- Assist with the training and development of Production staff
- Identify, agree and address personal development needs

Management Information and Support

10%

- Provide management information to Team Leader and other internal groups
- Contribute to additional ad hoc projects as required