

UNDERWRITING ASSISTANT

Location: The role is flexible with the main office base in Tonbridge.

Salary: Competitive

Contract: Permanent, Full Time

About the role

An exciting opportunity has arisen for an experienced, enthusiastic and highly motivated Underwriting Assistant to join our team. This role will be working across our Mutual Clients and supporting the Underwriting Team and Mutual Managers. There is flexibility to be home-based, however you may be required to attend the Tonbridge office on a weekly basis (1-2 days per week) and the London office on an occasional basis.

You will use your extensive knowledge of customer service and administration skills to provide a 1st class service to our Mutuals and its members, ensuring high retention levels and excellent customer satisfaction.

Working collaboratively across the organisation with multiple stakeholders, you will be part of a high-performing, friendly and supportive Underwriting team, where attention to detail and teamwork deliver winning results.

Responsibilities & Duties

The successful candidate will be responsible for:

- Preparation of renewal and new business quotations and liaising with mutual members and underwriters to ensure compliant documentation is issued to members.
- Maintaining member and policy databases using relevant IT systems.
- Ensuring all member documentation is issued in a timely manner and meets required standard to pass internal and external audit.
- Answering member queries and enquiries in a timely fashion, escalating where appropriate.
- Preparing and maintaining insurance registers.
- Monitoring member payments, following up and chasing payments where required.

What we need from you:

- Experience of working in a busy administration role
- Experience of working in an insurance or financial services environment is desirable
- Competent IT skills – MS Excel and Word.
- Ability to manage and prioritise a workload having strong organisational skills to meet agreed deadlines.
- Strong focus on attention to detail to ensure quality and accuracy.
- Self-motivated within a high volume and routine environment.
- Proactive and flexible, willing to go the extra mile.
- A team player who is also able to work independently

Benefits

We provide a comprehensive benefits package including competitive salary, 25 days' annual leave, group personal pension, sponsorship towards professional memberships and continuing professional development, health cash plan, lifestyle rewards and discounts.

Diversity & Inclusion

We are an equal opportunity employer and do not discriminate based on age, disability, gender reassignment, pregnancy, maternity, race (which includes colour, nationality and ethnic or national origins), sex or sexual orientation, religion or belief, or because someone is married or in a civil partnership. Please see our Privacy Notice on our website www.rmml.com for details on how we process your information

If you feel that you have the skills and experience to be successful in this role then apply today! Send your CV and covering letter demonstrating how you meet the criteria of the role to careers@rmml.com. If you require further information about the role, please contact our HR Department on (01892) 893208 or 893214.

Please note that we cannot take on overseas sponsorships at this time, so proof of Right to Work in the UK is essential.

We do receive a high volume of applications, so we may not be able to respond to each individual applicant. If you are suitable for the role, it can take 5-10 working days for us to read your CV, please do contact us for any progress on your application.