

Job Title:

Technician

Role Holder:

Vacancy

Reports to:

Technical Manager

Overall role:

Responsible for the processing and routine supervision of:

- **Pre-inception and post-placement documentation in support of placement.**
- **Premium and credit control**
- **File and record management**

Key Accountabilities

Document Production and Processing

Produce documentation to support the negotiation and placement of contracts of insurance and subsequent adjustments.

Premium Processing

Process original and adjusted premium to companies and Xchanging

Credit Control

Manage premium payment and cash reconciliation

Manage and authorise premiums on Twins

Production of reports and Management Information

Collate and prepare statistical reports

File Maintenance

Create, check and maintain records of negotiations, presentations and communications with insurers / reinsurers and clients.

Client Servicing

Manage client requirements in accordance with the terms of appointment, maintaining the client relationship.

Twins

Checking, monitoring, inputting of new Business Entities on TW2K.

Technical Supervision

Supervise, coach and guide technical support on a day to day basis.

Operational Compliance

Assist management to ensure all company compliance directives are met.

Competence Indicators

- Timely and accurate production of:
Slips, Cover Notes, Debit Notes and endorsements (or equivalent documentation) which comply with Internal Procedures/BPM and satisfy the client requirements.

- Produces evidence of insurance/certificates/Letters of Undertaking for third parties on clients' instructions.
- Uses the correct type of closing (e.g. De-linking, Signing and Accounting) and generates the correct market closing documentation.
- All Premium Payment Warranties (PPW) are diarised.
- Monitors, pursues the receipt of funds from assureds to ensure settlement terms/PPWs are met, or escalates problems to Divisional Management.
- Reconciles unallocated cash within 25 days or escalates the problem to Divisional Management/Accounts as appropriate.
- Document and practice quality does not create E & O exposure or significant rework.
- Reviews documents at key stages to ensure accuracy and completeness for subsequent processing.
- No justified client complaints over provision of service.
- Ensures that correspondence, documents, statistics etc are retained on file in accordance with BPM and internal procedures.
- Hard copy and electronic files demonstrate a complete audit trail.
- Timely and accurate response to client queries and company directives.
- Produces relevant statistical reports, and underwriting information.
- Identifies and reports suspicious financial circumstances or transactions directly to FCRO.
- Supervises routine technical support to maintain the efficiency, quality, compliance and consistency.
- Provides expert advice to users in the correct use of TWINS 2K
- Maintains confidentiality in systems and procedures.
- Assist management in any projects/administration/procedures and systems required and deemed necessary to ensure all objectives are achieved, as set out by the company compliance and procedure manuals.

Supervision Responsibility: Direct Reports

Technicians

Internal Relationships

Placing brokers, Claims, Accounts and Divisional Credit Controllers

External Relationships

Client risk/insurance and accounts departments, insurers, bureaux

Desirable Experience

Market experience with a broker, underwriter or bureaux. Preferred experience in a role that requires accuracy, attention to detail.

Generic Knowledge and Skills

Market and industry structure and operation, including regulatory awareness
 Lloyd's Introductory Test, or equivalent experience
 Technical insurance to CertCII, or equivalent experience
 Sector specific risks and insurance products/solutions
 IT literacy in Word, Outlook and Excel (Intermediate)
 Client servicing

Accuracy and thoroughness
Time management and prioritisation
Delegation and supervision

UIB Knowledge and Skills

FSA – Insurance Conduct Of Business and Money Laundering/Prevention of financial crime.
UIB Best Practice Manual/internal procedures
UIB Products and Services
Core IT systems. TWINS: can enter and retrieve information.