



Job Description

JOB TITLE: Assistant Underwriter

GRADE: 5

REPORTING TO: Senior Underwriter / Team Leader

LOCATION: Swansea

ABOUT US:

ERS is the UK's largest specialist motor insurer with an A+ rating. We recognise that for some, motor insurance is more than just a must-have; it's a way of taking care of what stands at the heart of their passion or livelihood. For those people, standard insurance isn't enough. That's why we work exclusively with motor insurance brokers to help get under the skin of the most difficult insurance risks, helping build products to meet their customer's needs.

THE ROLE:

ERS is a leading underwriter of a wide range of specialist motor insurance products. Within ERS's strategy of being the UK's leading specialist motor insurer, our focus is on delivering sustainable, high margin growth in these segments through the provision of high-quality propositions to a wide range of broker partners.

The Assistant Underwriter role is the first step on the ladder and sets the foundations for an Underwriting career. The primary responsibilities are to support the Underwriting team by capturing customers risk details, processing renewals, mid-term amendments and cancellations. They may also write a range of low complexity risks within their individual underwriting authority licence and within the products risk appetite.

Success in the role requires an understanding in our product(s), knowledge of basic insurance principles and the life cycle of a policy. An assistant underwriter must be able to understand an underwriting guide and apply risk appetites as well as having a high degree of accuracy in processing any data.

KEY RESPONSIBILITIES:

- Contributing to the execution of the underwriting strategy for the Class of Business, working within the agreed risk appetite and own individual authority to process quotes, renewals, MTA's and cancellations.
- Using and applying the referral process for risks that fall outside of agreed underwriting authority and/or risk appetite.



- Always aiming to get things right first time, achieving the agreed levels of quality
 - Act as our first line of defense. Understand and adhere to the zero- tolerance fraud strategy by identifying and referring potentially fraudulent activity to the Policy Validation Unit within the required timeframe.
 - Having significant awareness of and ensuring adherence to all regulatory requirements, guidelines and working practices – both internally and externally.
 - Understand and adhere to the complaint handling process, attempting to resolve complaints informally whenever possible and referring any unresolved complaints to the escalation point or Customer Relations within the specified time- frame.
 - Proactively seeking to learn and develop to ensure the best possible performance.
 - Support and actively demonstrate through behaviours, interactions and appearance, the high-performance culture ERS aspires to develop.
 - Achieve personal performance targets and work collaboratively with others to deliver against our combined key metrics, business objectives and strategy.
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KEY DESIRABLE ATTRIBUTES:

- Understanding of principles of insurance and ability to apply this in an underwriting environment.
 - Knowledge of the external landscape and ERS key competitors.
 - Technical experience in the product/s.
 - Full understanding of the coverage provisions, exclusions and conditions of your product wording.
 - Experience and knowledge in executing risk selection within agreed appetite.
 - Knowledge of the minimum information required and experience in being able to price simple risks.
 - Understanding of the different processes for transactions during the life cycle of a policy and the ability to execute these.
 - Knowledge of the legal, regulatory and compliance provisions that apply to your product range, distribution channels and market in which you operate.
 - Working knowledge and experience of operating in our chosen distribution channels including the main operating models of brokers and other distribution partners.
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KEY PERSONAL DESIRABLES:

- Strong interpersonal and relationship building skills
- Clear evidence of the ability to motivate and inspire peers
- Highly articulate and numerate
- A team player
- Innovative
- Highly organised clear ability to prioritise and deliver on allocated tasks

Name (PRINT):

Signature:



Date: