

# Job Description



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JOB TITLE: Underwriting Assistant  
GRADE: 5  
REPORTING TO: Underwriting Team Leader  
LOCATION: Swansea

## ABOUT US

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At ERS over 750,000 drivers each year depend on us for their specialist motor insurance needs. Our diverse range of insurance provides cover for private and classic cars, motorcycles, taxis, agricultural vehicles, fleets and more - and has given assurance to customers for over 70 years. But what really makes what we do special is our people. We employ individuals who understand that for these customers their vehicle is the source of their livelihood or passion and we pride ourselves on delivering a service to match specific customer needs - needs that can't be met with 'one-size-fits-all' cover. Whether at quotation, renewal or at the point of a claim, our teams in Swansea deliver the expertise and understanding that comes with an ERS policy and are critical in bringing this to life for our brokers and policyholders.

## PURPOSE OF ROLE

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To undertake a range of rules-based underwriting activities and administrative tasks relating to appointed class of business. The role holder contributes to the delivery of our product and service proposition to our brokers and customers through the delivery of an efficient, accurate and high quality level of service. The role holder will work closely with the underwriting teams and offshore functions to ensure that we engage seamlessly in all tasks and activities in executing our propositions.

## KEY RESPONSIBILITIES

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The role of the Underwriting Assistant includes responsibility and accountability for:

- Contributing to the execution of the underwriting strategy for the Class of Business, working within the Syndicates established risk appetite
- The handling of rules based underwriting activities including the production of policy documentation, processing of new and renewal business
- Undertaking quality checks of business that is received to ensure that it is acceptable for cover and that any documents produced are correct prior to despatch.
- Draft and issue correspondence to customers and brokers ensuring that all documents are complete and accurate in accordance with established standards
- Engaging with brokers, distribution partners and customers and dealing with queries and rules based referrals
- Contributing to the achievement of portfolio performance through the effective and accurate execution of task and activities in accordance with defined rules and referral requirements
- Maintaining business relationships with our brokers and other distribution partners in close co-operation with the Sales function
- Working closely with the Underwriting teams and offshore functions to ensure the seamless delivery of our customer proposition
- Ensure that TCF is a part of the organisations culture and behaviours
- Contribute to culture change throughout team and peer groups to ensure alignment with the organisations desired culture through adopting appropriate behaviours



## **PRODUCT & TECHNICAL KNOWLEDGE**

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- Technical knowledge of ERS product range including understanding of the coverage provisions, exclusions and conditions of our product wordings
- Basic understanding of the legal principles of insurance and insurance contracts
- Basic knowledge of the legal, regulatory and compliance provisions that apply to your product range, distribution channels and market in which you operate
- Working knowledge of our internal structure, operational practices and processes
- Working knowledge and experience of operating in our chosen distribution channels including the main operating models of brokers and other distribution partners

## **SKILLS & COMPETENCES**

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- Strong team player interpersonal and relationship building skills
- Articulate and numerate
- Significant focus on delivery of a first class customer experience
- Works with a high degree of accuracy in all tasks
- Highly organised clear ability to prioritise and deliver on allocated tasks

### **ROLE HOLDER**

NAME (PRINT): \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

### **LINE MANAGER**

NAME (PRINT): \_\_\_\_\_

LINE MANAGER SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_