

Account Handler (North American Direct & Facultative)

London (hybrid)

About BMS Group

BMS is a dynamic, independent, global broker established in 1980, delivering specialist insurance, reinsurance, and capital markets advisory services. We are a global brand with offices located across the US, Canada, Latin America, Australia, Europe and Asia with both a strong, local focus and understanding of market needs.

Our teams are respected globally for their specialist market knowledge, intelligent analysis and insight. Our people strive to be 'the best in class' and with an innovative approach and their entrepreneurial thinking, our clients truly benefit from better solutions to policy development and placement.

Being independent makes a key difference to our clients, giving our brokers the freedom to deliver the best solutions, tailored to meet their business needs. Coupled with our collaborative team approach, single platform worldwide and renowned personal service, we are the independent broker of choice.

Summary of Position

This Account Handler role sits within our North American D&F team to co-ordinate all risk placements from cradle to grave and support the Directors of the business unit in respect of serving existing and new business relationships.

Key Responsibilities & Accountabilities

- Coordinates placement of risks, including production of documentation to assist placement & maintenance throughout the risk life cycle (underwriting submissions, market reform contracts, wordings, endorsements)
- Plays a highly active role/relationship with clients via email, telephone & face-to-face, dealing with Client, Underwriter & Market Representative queries
- Ensures that accounts are serviced efficiently and professionally – Workbench entries, due diligence checks, creates MRC slips, policy wordings and Underwriter submissions; deals with slip endorsements
- Monitors & maintains workflow, budgetary records, debit notes & policy wordings; operates a paperless filing system & strives to streamline processes

BMS Group Ltd

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- Production and monitoring of renewal reports
- Monitoring credit control report (liaising with brokers, markets, and internal terms to ensure reports are kept up-to date)
- Ensures excellent service and compliance using meticulous checking and organisation; processes annual compliance on Atlas
- Maintains up-to-date working knowledge of regulatory requirements (Contract Certainty, LMBS)
- Enable and encourage interaction and collaboration within the team and other divisional units
- Adhere to company and regulatory policies & procedures together with mandatory training requirements.
- Adhere to financial reporting requirements including monthly phasing of income.

What we're looking for

- Attention to detail to plan meticulously
- Evidence of good persuasive and influencing skills
- Client facing and customer focused with excellent interpersonal and written communication skills
- Excellent IT & organisational skills
- Ability to perform effectively to tight deadlines with good personal organisation and time management skills
- Anticipates problems in advance and makes contingencies
- Proactive, always looking for ways of delivering a better or more efficient service
- Communicates clearly; effectively contributes to the team and interacts with others
- Personally demonstrate the five BMS values and ensure that team members are aligned with these:
 - We put clients first
 - We work as one
 - We find a way
 - We sweat the details
 - We take ownership

What's in it for me?

This is a permanent role, offering a competitive salary and bonus, 27 days holiday, plus access to our personalised benefits platform, Your Rewards, including:

- comprehensive private medical cover for you and your dependents
- complimentary annual health checks
- access to a virtual 24hr GP
- gym subsidy & dedicated wellbeing support
- retail discounts
- opportunity to purchase equity
- defined contribution pension
- extra day's leave to celebrate your birthday

Through our Diversity, Equality and Inclusion (DEI) vision, we are committed to 'building a culture of belonging for all, valuing diverse perspectives and embracing authenticity.' As such, we have created our 'BMS Together' programme, with dedicated training, collaborative committees and intentional partnerships. In support of our ESG vision, we offer two additional paid days each year to take part in charitable work.

BMS offers flexible and hybrid working policies and we're happy to discuss options with you upon application. Please let our team know if you require any adjustments to support you through the application process.

To apply to this opportunity, please forward your CV and any supporting documents to: joinus@bmsgroup.com