

Commercial Insurance Account Handler, D2 Corporate Solutions, Paisley

About DR&P

David Roberts and Partners was formed in 1977. Founded in Ormskirk, before moving to Southport, the organisation has now grown into a family of independent insurance brokers. With businesses spanning the UK and Europe. We have a team of over 550 dedicated colleagues, we place over >£630m premium worldwide with direct access to Lloyd's of London and other specialist international markets. While our businesses operate at a local level, the Group's infrastructure empowers us to compete with and win against the multinational brokers. The objective is always to provide the best possible service and protection for our clients.

Following a sustained period of growth, where DR&P Group has acquired multiple insurance business and is continuing to grow both organically and through acquisition, the group is now embarking upon the next chapter following our acquisition by BMS Group.

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

D2 Corporate Solutions Ltd is a Specialist Independent Insurance Brokers based in Paisley, Scotland. We are currently looking to recruit an experienced Commercial Account Handler to join our growing team in the Paisley office. We offer an exciting, professional environment with ample career progression opportunity.

Key responsibilities & accountabilities

- Providing assistance and support to a number of Account Executives
- Responsible for servicing a portfolio of Key Clients
- General administration including Renewals, Mid-term adjustments, MID updating, extensions to covers, Invoicing, declarations and handling client queries
- Issuing of policy documentation and certificates to clients
- Processing Invoices on Acturis Database & issuing to clients along with support documentation – Renewal/MTA/Declarations
- Diary Management using Acturis Database
- Creating Pre Renewal Financial form
- Updating of Excel Spreadsheets (renewal spreadsheet)
- Quality control and ensuring high standards of customer service
- Checking and issuing documentation to clients
- Building relationships with new and existing clients Skills, knowledge and Qualifications
- Minimum of 3 years Commercial Insurance experience
- Good understanding of the commercial insurance market
- Comprehensive knowledge of commercial insurance products
- Fluency and confidence in dealing with customers over the phone and face to face
- Ability and flexibility to work as part of a team
- Ability to negotiate with insurers

What we're looking for

- Proven experience in an insurance broking or underwriting environment in either Commercial and/or SME
- Strong organisational skills with excellent attention to detail
- Confident written and verbal communication skills
- Ability to manage multiple tasks and work to deadlines
- Customer-focused approach with a professional manner
- Strong working knowledge of Microsoft Office applications
- Knowledge of FCA regulations and compliance requirements

What's in it for me?

- A highly ambitious team that works collaboratively to achieve your personal and professional goals whilst being a significant contributor to the overall success of the organisation
- 24 days holiday+ 1 day birthday leave (+9 recognised public and bank holidays) & option to purchase up to an additional 5 days holiday
- Company Pension Scheme
- Company Social Events
- Discretionary quarterly bonus linked to personal performance
- Life Cover
- Private Medical Insurance
- Income Protection
- Access to Cycle to Work Scheme

Through our Diversity, Equity 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.

Please let our team know if you require any adjustments to support you through the application process.

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