

## **Renewals Consultant**

**Location:** CAMBOURNE, CAMBRIDGESHIRE

**HOURS:** 37.5 HOURS PER WEEK (PART TIME EVENINGS AND/OR WEEKENDS ALSO POSSIBLE)

### **COMPANY:**

Assist Insurance Services is one of the UK's leading providers of Leisure Insurance Products including Park Home Insurance, Caravan Insurance, Static Caravan Insurance, Leisure/Holiday Home Insurance, motor insurance and now marine insurance as well as providing the only Insurance Backed Structural Warranty for Park & Leisure Homes and is based in modern offices.

### **OVERALL PURPOSE OF THIS ROLE**

You'll be part of a team of experienced Consultants who advise and sell on a range of Insurance and Products within this 'niche' sector by providing friendly, informative advice from a range of providers.

### **KEY ACCOUNTABILITIES**

- Maintain an excellent standard of customer service by explaining choices and providing recommendations ensuring customer and business needs are met;
- Achieve all agreed renewal targets for insurance products and ensure systems and procedures are properly maintained. The Company currently achieves a sales conversion of 40% and a Renewal Retention of 90%;
- You will also be helping the Sales Team with sales when renewal volumes enable you to;
- Ensure renewals are undertaken in accordance with the Company's compliant processes;
- You will be involved within every aspect of the process, handling incoming calls, premium administration as well as contacting clients to secure renewal early;
- You will be targeted in cross-selling to our renewals customers;
- Prioritise your work by planning and focusing your tasks;

### **EDUCATION/QUALIFICATIONS**

- Good general education, qualifications ideally include English & Maths GCSE

### **THE WORK EXPERIENCE YOU'LL NEED**

Ideally you will have at least 24 months experience of working within an Insurance (preferably household insurance) sales environment, however our clients (retired/Semi-retired clients) ultimately purchase on the quality of service and the friendly staff they deal with. Experience of the Open GI (Misys System) would be advantageous but not a necessity.

### **WHAT WE ARE LOOKING FOR**

- Confidence to learn and develop through continuous on-job training and good communication skills over the telephone;
- A flexible and proactive approach, and the ability of working within a small friendly team;

- Keenness to get involved within other areas of the business and to become a truly multi-skilled consultant with involvement within Service and renewals and an appetite to progress within a growing business etc.
- You'll need good numeracy and literacy along with good keyboard skills;
- The highest standard of integrity, honesty and quality of work as well as maximise the sales opportunities the company generates;
- High productivity ensuring every renewal is contacted at its early stages;
- The ability to overcome objections, as well as cross-sell to:
- Increase the level of legal protection penetration across our products;
- Look to transfer clients from paying for their policy on an annual basis to a monthly direct debit;
- Sell other associated products and services as and when they become available;
- Obtain additional information from clients such as
  - Email addresses for future contact;
  - Motor Insurance Renewal Dates;
- Keenness to develop within a rapidly growing company;
- 'Can do' attitude;

#### **OPPORTUNITIES TO GROW**

Assist Insurance has an excellent relationship with its insurers, as well as Park Owners, and we have a number of very exciting opportunities to achieve even more in 2020. We currently occupy 2,000 square feet of a building which has a further 4,000 square feet available to us, so our appetite is to fill the building, and we are looking for more quality staff to help us achieve our goals. Are you looking to grow within a business? Are the opportunities limited where you are currently? Fancy a 'real' challenge and want to be seen and rewarded for what you really do? Then you really need to work for Assist Insurance Services.

Find out more about us, and what we do by visiting our websites:

- [www.parkhomeassist.co.uk](http://www.parkhomeassist.co.uk)
- [www.myholidayhomeinsurance.co.uk](http://www.myholidayhomeinsurance.co.uk)
- [www.platinumseal.co.uk](http://www.platinumseal.co.uk)
- [www.parkhomesearch.co.uk](http://www.parkhomesearch.co.uk)
- [www.assistinsurance.co.uk](http://www.assistinsurance.co.uk)

**Cambourne Office Address** - 1010 Cambourne Business Park, Cambourne, Cambridge, CB23 6DP

