

### **Operational Support Agent**

*Salary Banding (plus incentive amount):* £16,500 (plus up to an additional amount of £75 in PRP per month)

*Location: Maitland House – Southend – On-Sea*

#### **Overview:**

We're looking for positive, passionate people who know how to deliver first class service to join our Operational Support Team. This opportunity is suited to an experienced administrator looking to develop their career within the Hood Group. We are looking for an Administrator with excellent communication skills, attention to detail, ability to manage time effectively and to add value to the team. You will be part of a close knit team, be energetic and self-motivated and relish the fast paced and flexible requirements of the role. You'll deal with a varied range of queries and requests from around the office, which you will need to take ownership of and effectively manage to completion, overcoming any difficulties. You will quickly become an expert in our processes and brands, whilst working closely with a number of other teams within the business.

You'll mainly work a 37.5 hour week, Monday to Friday. You may be asked to work on a rotating shift basis, between the hours 8.00am-6.00pm, Monday to Friday (and some Saturdays between the hours 9.00am-2.00pm).

#### **Key Responsibilities:**

- Provide referral support for our policies based on Underwriting guidelines / authorities at new business, midterm, post loss and at renewal. Supporting Sales and Customer Service as a referral point for underwriting queries. Review and understand in-depth documents such as full structural reports and minor work contracts and provide a timely decision or at least a recommendation to the insurers. Liaise with scheme underwriters on referrals that fall outside of our authority limits.
- The role will involve dealing with a large volume and wide range of Administrative tasks via emails, reports and diary reminders as well as the daily management of Facilities duties
- Administration of policies such as cancellations and processing new business.
- Managing customer documents for multiple brands from printing, through to dispatch and posting using a Franking Machine and Royal Mail Online Business Account
- Processing of incoming post
- Franking , logging and sending of post
- Daily filing, scanning, shredding
- Dealing with multiple brands with varied processes
- Delivering exceptional service by using your positive attitude, and your drive to succeed and make a positive impact.
- Managing your own workflow, diary system and mailboxes but also working as part of a team to achieve our goals.

- Providing feedback and recommendations to your manager on ways the company can improve.
- Work to be completed with a high level of accuracy and in accordance with company procedures. Accurately document and maintain records in a timely and efficient way.
- Complete other duties as assigned by your management team.
- Represent the company values in our department by always striving to be 'Have fun, get stuff done'.

### **Skills and Experience:**

#### **Required:**

- Professional and passionate about providing great service
- Able to communicate in a clear and confident manner.
- Enthusiastic, positive attitude whilst being innovative with creative problem solving skills.
- The ability to work on your own initiative and as part of a team in an organized and methodical way, playing your part to ensure the team's key measures of success are met and/or exceeded.
- PC skills with Microsoft Word and Excel knowledge and good numeracy and literacy skills.
- Ability to identify opportunities for ideas and changes whilst being motivated to develop and succeed with us.
- Able to respond positively to challenges and change, with a flexible approach to work.
- Attention to detail with the ability to identify when there has been an issue with a task / process.
- Must have the ability to work accurately under pressure, meet set KPI's and keep within set SLA's.
- Able to make decisions within authority, independently.
- For the Referrals work; Minimum of 12 months experience in any of the following areas, underwriting experience is desirable:

- Domestic property claims
- Customer service within an insurance environment

#### **Beneficial:**

- Previous experience within a busy administrative role

#### **Qualifications**

- (Relevant to the position)
- Minimum of 5 GCSEs at grade C or above or equivalent to include Mathematics and English

### **Competencies:**

- Communication
- People & Personal Development
- Team Work
- Customer Focus/ Results / Excellence

### ***About Us***

The Hood Group is a privately owned business providing insurance solutions for over 30 years to some of the most well respected brands, insurance partners and financial intermediaries. Established in 1983, we came from modest beginnings in the City of London with a small team of passionate people who wanted to help change insurance for the better. We offer our partners an end-to-end service; from product and quote platform design through to sales and retentions. The Hood Group is now one of the largest employers in South East Essex with around 180 staff, award winning services and cutting edge technology.

We invest in the careers of all our staff, through training, qualifications and by providing a pro-active learning environment. We understand the importance of staff wellbeing and maintaining a good work/life balance and also provide opportunities such as flexible working and career breaks. There is a Group funded Sports and Social committee and we provide free local gym membership, seated acupressure massages, and fitness classes in our onsite Wellbeing studio. On completion of probation we also provide an excellent benefits package that includes life assurance, pension scheme, medical cover, permanent health insurance and much more.