

Personal Lines Insurance Sales Advisor

As an Insurance Sales Advisor, you will service both inbound and outbound telephone calls from new and existing customers for Car, Home & Van Insurance. You will be expected to match customers to insurance policies that best meets their insurance needs while driving revenue to the business through upselling and capturing cross sales.

You will also conduct other tasks relating to the administration of insurance policies as required while adhering to compliance regulations.

Who is the role suited to?

This role is ideally suited to someone with at least 18 months experience working within an insurance broking environment, ideally with experience in multi products and/or the various aspects of policy lifespan. As an important position in a continually growing business, this role is particularly appropriate to candidates who wish to expand their experience and responsibilities as part of their own, and the teams, evolution and growth.

About Apricot Insurance:

Established in 2011, Apricot Insurance is an independently owned insurance broker with a wide product range in both personal and commercial lines. Built through the acquisition and subsequent evolution of a traditional insurance broker, the company now has 10 full time staff and a variety of established marketing channels, including aggregators.

Apricot's owners and board have an ambition to significantly grow the company with a focus on new customer acquisition through additional aggregator channels and lead acquisition through offline and alternative online sources.

The Role:

An experienced Insurance Advisor, with the desire to gain further exposure and additional responsibility in a fast-paced growing company. You will be working alongside an existing team of experienced advisors covering different business functions. You will need to be flexible, capable of handling different call types for various types of insurance.

It is important that you are self-motivated and able to use your initiative when needed to solve queries. You must be Articulate, ambitious, enthusiastic, responsible, and thorough.

Reporting to the Sales Manager, your responsibilities will include:

- Handling New Business, Renewal and Mid Term Adjustment calls, both inbound and outbound for Car, Home & Van Insurance.
- Maximizing sales, selling optional extras, cross selling and setting up finance agreements.
- Adhering to company processes and procedures, ensuring all activities are FCA compliant.
- Demonstrating excellent customer service skills at all times.
- Liaising with our insurers and other partners to resolve queries.
- Conducting related administrative tasks as required including sending out policy documents, verifying no claims bonuses and processing renewal invitations.

- Working towards personal, team and business performance and quality targets.

As the ideal candidate for this role, you will:

- Be able to demonstrate at least 18 months relevant experience in either Insurance Sales or Customer Service.
- Have excellent knowledge in different insurance products.
- Have excellent client facing, communication skills to resolve queries first time.
- Be able to work as part of an established team.
- Possess excellent IT skills including the use of Microsoft Excel and Word.
- Be able to multi-task.
- Demonstrate your use of initiative.
- Show willingness to learn and take direction.
- Have experience in an insurance platform such as Open GI (though this is not essential).
- Be able to work quickly and accurately.

Academic Qualifications

- 5 GCSEs at Grade C or above (including Maths & English);
- Cert CII qualification (preferred but not essential)

Company website: www.apricotinsurance.co.uk

To apply please send your CV to: careers@apricotinsurance.co.uk