



BUSINESS SERVICES APPRENTICE

| THE ROLE

This is an 18 month programme which covers all aspects of monitoring business partner services and performance.

| ABOUT US

Chaucer is a leading specialty insurance group providing clients with proven smart risk solutions for underwriting and claims. Our enterprising and trusted experts offer market-leading cross class capabilities, empowered decision-making and a tailored approach.

With our headquarters in London, and our international hubs for Europe, MENA, Latin America and Asia, we protect clients in over 200 countries and territories worldwide. We offer clients the flexibility of both Lloyd's and, through Chaucer Dublin, the company markets.

| MAIN RESPONSIBILITIES

- Day to day co-ordination, logging and monitoring of Business Partner services and performance
- Day to day co-ordination, logging and monitoring of queries and correction requests
- Quality control checking
- Preparing and distributing weekly reports
- Assist in the co-ordination and delivery of training/coaching for Business Partners
- Assist in the maintenance, review and updates to Business Partner procedure manuals
- Assist with departmental requirements regarding Deferred Premium Reporting and System Updates, review of adjustable premiums, premium variances
- Assist with the monthly GWP process and investigation of items identified in the JMD feedback report
- Overseeing the binder and coverholder mailboxes, chasing and reporting of missing bordereaux, maintaining Charisma and checking BDX entries
- Oversee Business Partner activities for downloading bordereaux from broker repositories and Lineage and maintain within Charisma and BDX
- Ongoing due diligence, Service Company/Sox Control administration
- Attend meetings as required by the Business Services Manager

| OUR REQUIREMENTS

| RELEVANT EXPERIENCE

Desirable

- Minimum 1 year general office administration experience or previous insurance administration experience

| TECHNICAL SKILLS

Essential

- Word - Intermediate
- Excel – Intermediate
- Comfortable with using in-house underwriting management systems (Charisma)

| EDUCATION AND QUALIFICATIONS

Essential

- 3 A levels or equivalent grades A-C
- GCSE Maths and English grade B or above or equivalent
- Minimum of 5 other GCSE's grade C or above

| PERSONAL SKILLS

- Well-presented and business-like
- Professional outlook
- Flexible at all times
- Very good interpersonal skills
- Excellent organisational skills
- Work as part of a team
- Self-motivated
- Capable of working to a timetable when required
- Attention to detail and proper regard for accuracy



To apply for this role, please send your CV to careers@chaucerplc.com