



Role Title ATE Underwriter

Role Summary Focused on the underwriting and reviewing of new ATE risks whilst also monitoring the performance of existing agents. Works with multiple stakeholders under limited supervision within established processes, procedures and authority limits.

Key Accountabilities	Performance Measures
Customer Service: responding promptly & efficiently to all customers' questions & technical queries using various communications methods/systems.	Accuracy of data input & validation Timeliness of data input & validation Customer complaints
Underwriting Processing: assessment of new business (scheme & one-off), solicitor performance reviews in line with stipulated procedures & authority limits	Accuracy & timeliness of processing new risks Accuracy & timeliness of data input & validation Accuracy & timeliness of solicitor performance reviews
Work Flow Management: plan & prioritise own work to meet company service standards.	Company SLAs Response times to referrals
Compliance: carry out all tasks in line with stipulated processes, procedures & authority limits.	Compliance audit outcomes
Communication: work effectively with all stakeholders to the policy (including brokers, CMCs & solicitors).	Response times to referrals Timeliness of bordereaux processing Outstanding payments Customer complaints
Support: provide ongoing support to others but without line management responsibility. Take part in ad-hoc projects & assist with L&D plans.	
Product Knowledge: apply knowledge & understanding of product features, exclusions & conditions in a variety of situations.	Accuracy of scheme/policy amendments Appropriateness of scheme/policy amendments Customer complaints
Learning & Development: take responsibility for own learning needs & objectives. Work closely with colleagues to progress knowledge & skills base.	Personal Development & Training Folder review

Career Plan (optional) ATE Underwriters can, through normal ongoing development & training interventions, progress into a Senior Underwriting role. Alternatively, their technical knowledge lends itself to a transition into other departments within the business e.g. Claims or Sales.

ATE Underwriter (Underwriting)



Minimum Education & Experience	
Essential	Desirable
Graduate or equivalent &/or good level of education (NVQL2 upwards) with 2+ years relevant experience. Good working knowledge of MS Office applications. Good numeracy & literacy skills.	CII qualified or working towards

Grade / Band	A2
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Job Family	Insurance & Business Support
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Competency Framework	Underwriting
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ARAG Essentials					
Active Participation	Level 1	Passion	Level 1		
Ambition	Level 2	Professionalism	Level 1		
Initiative & Innovation	Level 2	Rational & Decisive	Level 1		
Integrity & Respect	Level 1	Results-Oriented	Level 1		
Organised	Level 1				
OPENNESS	PIONEERING SPIRIT	FARSIGHT-EDNESS	DISCIPLINE	DRIVE	FAIRNESS