

# ROLE PROFILE



**Role Title** BTE Underwriter

**Role Summary**

The BTE Underwriter is focussed on the underwriting and reviewing of risk whilst also producing the appropriate policy wordings and appropriate terms of new and existing business agreements for the customer. Works with multiple stakeholders under limited supervision within established processes, procedures and authority limits.

**BTE Underwriter (Underwriting)**

Key Accountabilities	Performance Measures
<b>Customer Service:</b> responding promptly & efficiently to all customers using various communication methods/systems including answering technical queries.	Customer complaints
<b>Underwriting Processing:</b> assessment of declarations, policy/scheme setups and scheme reviews in line with stipulated procedures & authority limits	Accuracy & timeliness of bordereaux processing Accuracy & timeliness of data input & validation Accuracy & timeliness of scheme reviews
<b>Work Flow Management:</b> plan & prioritise own work to meet company service standards.	Company SLAs
<b>Compliance:</b> carry out all tasks in line with stipulated processes, procedures & authority limits.	Compliance audit outcomes
<b>Communication:</b> work effectively with all stakeholders (including brokers, CMCs & solicitors) to ensure risks are processed without undue delay.	Customer complaints
<b>Support:</b> provide ongoing support to others but without line management responsibility. Take part in ad-hoc projects & assist with L&D Plans.	
<b>Product Knowledge:</b> 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
<b>Learning &amp; Development:</b> take responsibility for own learning needs & objectives. Work closely with colleagues to progress knowledge & skills base.	Personal Development & Training Folder review

**Career Plan (optional)**

Underwriters can, through normal ongoing development & training interventions, progress into a Senior Underwriting role. Alternatively their technical knowledge lends itself to a transition into Claims or Sales.

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Minimum Education & Experience	
Essential	Desirable
Graduate or equivalent &/or good level of education (min. 5 GCSE Grade C+) with 2+ years relevant experience. Good working knowledge of MS Office applications. Good numeracy & literacy skills.	CII qualified or working towards

<b>Grade / Band</b>	A2
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<b>Job Family</b>	Insurance & Business Support
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<b>Competency Framework</b>	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				
<b>OPENNESS</b>	<b>PIONEERING SPIRIT</b>	<b>FARSIGHT-EDNESS</b>	<b>DISCIPLINE</b>	<b>DRIVE</b>	<b>FAIRNESS</b>

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