

## Reinsurance Purchasing Assistant

### The role

This role supports the Reinsurance Purchasing Department of a UK-based Lloyd's Insurance Group.

### About us

Chaucer is a leading insurance group underwriting risks at Lloyd's, the world's specialist insurance market. It deploys specialist underwriters in all major insurance and reinsurance classes, including aviation, casualty, energy, marine, property and treaty.

Headquartered in London, Chaucer has international operations in Copenhagen and Singapore, and affiliate offices in Miami and New York, providing access to high quality business worldwide.

### Main responsibilities

#### Responsibilities

- To collate, review, maintain and update as required, key process monitoring timetables detailing key multi-departmental processes across the business
- Production of reinsurance renewal information / exhibits
- Review of underlying data
- Regular (quarterly) account analysis
- Provide information in order to respond to Reinsurer queries
- Maintenance of records including organisation, scanning and filing
- Assisting in the enhancement of reporting requirements
- Assist in ad-hoc tasks as and when required
- Assist the team as appropriate

#### Regulatory responsibilities

Manage the relationships with Customers, Agents and Service Providers:

- Advise, assist and service customers on insurance and risk matters to promote customers' satisfaction

Foster positive relationships with customers and attain an understanding of their needs

Ensure that customer complaints are promptly identified, recorded and referred as appropriate

Ensure that the principles of Treating Customers Fairly (TCF) are upheld by Agents and Service Providers

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## **Relevant experience**

### Essential

- Knowledge of the Lloyd's market
- Insurance / Reinsurance experience

## **Technical skills**

### Essential

- Intermediate knowledge of MS Excel and Word

### Desirable

- Basic/Intermediate MS PowerPoint

## **Education and qualifications**

### Essential

- 3 A Level qualifications
- Studying for ACII

## **Personal skills**

- Numerate
- Attention to detail
- Well-presented and business-like
- Professional outlook
- Flexible at all times
- Excellent interpersonal and organisational skills
- Excellent communication skills with the ability to liaise at all levels
- Work as part of a team
- Adapt to a pressured environment
- Self-motivated
- Ability to work to deadlines