



# RELATIONSHIP MANAGER

## | THE ROLE

The Relationship Manager is responsible for all areas of Channel Management for Chaucer, working closely with all underwriting teams and distribution partners - brokers, MGAs and cedants - to ensure strong, effective and mutually beneficial business relationships.

## | 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

### Channel Management

#### *Broker Relationship Management*

- To support the Head of Production on day to day management of Chaucer's strategic arrangement
- To own, coordinate and manage Chaucer's key broker relationships
- To agree strategic plans, execute and monitor performance against these plans
- Ability to communicate goals and strategy both internally and externally
- Build strong working relationships with underwriters, heads of division, the Active Underwriter, General Manager, the Head of Underwriting and the CUO
- Build solid relationships externally with our key brokers with the ability to interact and be respected at all levels
- Ensure Chaucer is aware of external factors which could impact plans – 'eyes and ears' of the market
- Identify and manage through larger new business opportunities which will generate profitable income for Chaucer

#### *MGA*

- To support and drive the MGA strategy work
- Responsible for following up and owning actions from MGA Steering group
- Support with the build and marketing of Chaucer's MGA proposition in order to attract the best partners
- Identification of key partners and MGA opportunities which help Chaucer achieve our targets
- Own or support Underwriters with the cross sell or retention of key MGA relationship
- Work closely with Head of Distribution where relationships overlap to maximise opportunities and ensure strategies within brokers are aligned

#### *Cedant*

- Support Treaty with their growth ambitions & client proposition work

#### *Strategy & Planning*

- Support with the continued development, communication and execution of the distribution strategy
- Ability to support business development initiatives across the Group where required
- Be an advocate of the strategy internally with the underwriting community

## *Broker Analytics*

To be an advocate of data standardisation and proficient in the interpretation and analysis of broker data to enable Chaucer to monitor broker performance and identify opportunities better

- Encourage and drive behaviour across the Group to capture more consistent data that can be used as key performance indicators with our brokers
- Support with communication of broker performance both internally and externally with our brokers
- Encourage and support the use of the broker analytics with our underwriters
- Interpret broker data to identify areas of focus or new opportunities for Chaucer
- Enhance distributions ability to demonstrate 'value' from our strategic arrangements and facilities
- To be an advocate of the CRM tool

## *Other*

- Complete any data request from Lloyds in relation to the broker market/ remuneration etc.
- Lead or support marketing projects including Gracechurch/Conferences or where distribution input is required
- Attend Divisional Underwriting Group's on behalf of distribution
- Provide support to strategic workstreams where required
- Support with Overseas Distribution plans and needs
- Identify non Insurance partners that can distribute Chaucer's products

## **| OUR REQUIREMENTS**

### **| TECHNICAL SKILLS**

Preferred

- At least 8 years in insurance
- Experience in a distribution or market management role preferred
- Lloyd's managing agency experience
- Member of insurance / finance related professional body

### **| EDUCATION AND QUALIFICATIONS**

Preferred

- Project management skills
- Experience of underwriting processes & practices
- Insurance industry experience
- Proficient knowledge of Excel, Word and PowerPoint

### **| PERSONAL SKILLS**

- Capability of building strong networks externally and internally (Able to liaise with staff at all levels)
- Strong organisational skills
- Ability to see the bigger picture/ strategic focussed
- Good communication skills (verbal and written)
- Good conflict resolution / negotiation skills
- Good presentation skills
- Good analytical skills
- Flexibility and adaptability
- Hard working and committed
- Self-motivated
- Approachable
- Tenacious and determined
- Ability to close a deal