

## Job description

<b>Title:</b>	PERSONAL LINES MANAGER
<b>Reports to:</b>	Regional Personal Lines Manager
<b>Location:</b>	Stratford

### Job purpose:

- To organise and manage the Personal Lines portfolio in Stratford to deliver excellent client service in line with regional and local objectives and targets

### Key accountabilities:

- Monitor and report on key local activities and provide relevant management information
- Liaise with other local departments in order to establish and maintain effective cross selling
- Supervise all employees reporting to the position so as to effectively recruit, train, evaluate, motivate, delegate and monitor their activities
- Implement key initiatives as directed by the operating plan and agreed with Line Manager
- Identify how and make recommendations as to how systems, procedures and processes can be continually improved.
- Supervise the necessary documentation for the efficient, cost-effective administration of all Private Client risks
- Maintain and share with colleagues as appropriate knowledge of all relevant products, competitive opportunities and changes to legislation

### Key technical skills and experience:

- A proven ability to communicate at all levels with staff, clients, insurers and external suppliers
- Excellent knowledge of products and market information and remain current with changes and trends
- Ability to manage both own and team business workloads
- Ability to use initiative, to maintain and improve the standards of service provided by the team
- Act decisively using delegated authority to full effect i.e. client complaints
- Act as a role model and embed positive behaviours and attitudes and promoting the group brand
- Ability to lead and manage people

### Essential professional qualifications:

- Minimum 5 GCSE's grades A-C including Maths and English and 2 'A' Levels or equivalent
- IT literate with knowledge of MS Word and Outlook and Internet with confidence
- Professional Qualifications – progress in CII exams

**Personal qualities:**

- Ability to initiate and effectively implement change
- Ability to interpret and act on branch level management information
- Encourage a learning and development culture
- Leadership skills
- Challenge and suggest solutions to help the Personal Lines operation function more effectively and implement key projects
- Articulate and good use of written word

**Behaviours:**

- Able to inspire branch teams and other colleagues
- Proactive and energetic
- Calm, considered and professional; ability to work under pressure
- Reacts positively, taking a measured approach to problem solving and conflicting priorities