



Trainee Broker Service Advisor

Position: Trainee Broker Service Advisor

Contract Term: Permanent

Weekly Hours: 35 hours per week

Hours of Work: Monday- Friday, 9am to 5pm **Location:** Deakins Park, Blackburn Road, Egerton, Bolton, BL7 9RW

Salary: £18,200

Benefits: Support with relevant industry Qualifications, Sociable Hours, Free Parking and much more!

About us:

We are a reputable general insurance business authorised and regulated by the Financial Conduct Authority. We are currently seeking a trainee Broker Service Advisor to join us on a full-time and permanent basis in our busy office just on the outskirts of Bolton.

Key Responsibilities:

- Provide point of contact for any incoming broker queries and ensuring these are actioned as appropriate, providing technical advice, support and assistance within defined authority limits via telephone and email.
- Ensure timely allocation of tasks within department, company and FCA guidelines.
- Sorting and distributing incoming mail and scanning the post to the appropriate folder.
- Maintain and update internal database system as required.
- Communicate and record issues accurately to Software Houses or colleagues as required.

Skills and Experience:

- Strong commitment to customer service.
- Effective and clear communication, telephone and listening skills.
- Ability to work effectively in a team environment, happy to assist others with workload where necessary and to work towards team targets.
- Organisational skills
- At least 5 GCSE passes at Grade C or above (or equivalent e.g., NVQ Level 2) to include English and Maths.

Salary Information:

- £18,200
- 21 days holiday rising to 28 days with length of service + Bank Holidays
- Birthday day off and up to ½ day off for Christmas shopping
- Contributory Pension Scheme
- Sports and Social activities
- Discounted Products and Services
- Annual Appraisal and Salary Review
- Support with industry-relevant qualifications
- Free on-site parking
- Smart/Casual Dress Code and Dress Down Days

Send your CV to:

hr@brokerdirect.co.uk

