

JOB DESCRIPTION

JOB TITLE: Commercial Insurance Broker

REPORTS TO: General Manager - Insurance

SITE: Hazlett Limited - Christchurch

DATE: March 2020

PURPOSE OF POSITION:

- The key responsibilities of the Commercial Insurance Broker are to develop new commercial clients through effective use of existing networks, new business development activities and to retain and grow the business of existing commercial clients assigned to the position.
- They will also work alongside other Hazlett Ltd business units to identify opportunities to provide insurance products to those existing clients.
- To ensure that clients receive the best cover for their needs, the Commercial Insurance Broker will also act as an intermediary between insurance providers and Hazlett Limited's clients, assisting them through the insurance cover process. Working closely with the internal broker team to ensure that internal procedures are followed is also pivotal to the role.

KEY ROLE OBJECTIVES:

- Generating new commercial business clients.
- Responsible for providing advice, management and commercial insurance assistance to clients.
- Retain and grow commercial client insurance portfolios, generating revenue by matching client requirements to insurer terms.
- Liaise with external providers that provide commercial insurance services and support to the business.
- Use effective marketing strategies to identify and cultivate trust with potential commercial clients.
- Work closely with other Hazlett business units and identify opportunities to provide insurance products to those existing clients.
- Provide support to the Commercial Insurance Broker team.
- Ensure that all activities meet legal and compliance obligations.

KEY ACCOUNTABILITIES (MAR's = Major Area of Responsibility)

MAR's	Performance Indicator
MAR 1 – INSURANCE	
<ul style="list-style-type: none"> • Builds a full knowledge and understanding of the (potential) client's business to enable the provision of appropriate insurance solutions. • Actively maintain an up to date market awareness and the development of further commercial insurance knowledge through continuing self-education. • Deliver reliable, compliant and premium service and advice to clients and effectively manage their expectations. • Utilize effective planning and organization to manage all aspects of portfolio management, including timely follow up, effective marketing and renewals. • Work alongside the General Manager – Insurance to identify potential new business, engaging with clients and acquiring business in line with the company's strategic plan. • Provide support to the Hazlett Commercial Insurance Broker team to ensure that internal procedures are followed, are effective and compliant. • Ensure that all business dealings follow legal guidelines and are compliant with New Zealand legislation and do not put Hazlett Ltd or the client at risk. 	<ul style="list-style-type: none"> • Meets sales targets as per the Insurance Business Plan and individual KPI's. • Develops and maintains in-depth knowledge of clients' businesses and general market awareness. • Clients receive superior service and advice and feel well looked after. • Acts in a professional and timely manner on all insurance business. • Provides effective support to the General Manager – Insurance to ensure that the company strategic plan is achieved. • Works constructively and provides effective support to the Commercial Broker team. • Risk management procedures in place and tested.
MAR 2 – SALES	
<ul style="list-style-type: none"> • Review existing clients on a regular basis and meet with them to gauge current requirements and ensure that services provided meet their needs. • Grow existing commercial client portfolios by using the well-developed trust relationship and knowledge of their business to identify and act on opportunities for growth. • Ensure that clients' insurance cover is renewed as appropriate, obtaining the best terms available for clients and fully managing the process. • Develop new clients through effective networking and individual research, using market knowledge to pitch for business. • Attend relevant events, field days and business functions. • Engage and collaborate with the wider Hazlett team to identify opportunities to sell Insurance Products. 	<ul style="list-style-type: none"> • Sales targets are achieved as per the Insurance Business Plan targets and Individual KPI's. • Sales reporting provided to the General Manager – Insurance weekly & provides an accurate picture of the sales pipeline. • Clients develop trust in the Senior Broker and look to them for all insurance requirements. • Clients trust that their policies are current and at the most commercially favorable rates. • New business acquisition is on par with – or exceeds - company expectations. • Referrals from Livestock & Agri-supply representatives.

MAR's	Performance Indicator
MAR 3 – FINANCIAL	
<ul style="list-style-type: none"> • Manage performance against agreed budget and undertake corrective measures if necessary, to ensure that budget is achieved – or exceeded. • Provide commercial insurance management reporting for decision-making, including project appraisals, evaluation and post-implementation analyses. 	<ul style="list-style-type: none"> • Financial performance (brokerage fees and margins) are within delegated authority pricing range. • Required commercial insurance management reporting is provided in a timely manner.
MAR 4 – LEADERSHIP / HR	
<ul style="list-style-type: none"> • Work to promote a culture consistent with the company's values and the level of the role. • Creates a high-performance focused culture through personal leadership, teamwork and the development of individual accountability. • Delegates, motivates and leads by example to ensure the achievement of key business targets. • Works in a spirit of teamwork and cooperation to ensure that work processes and interactions are effective in meeting the goals of the company and its stakeholders. 	<ul style="list-style-type: none"> • Feedback from colleagues and management. • Demonstrated results of the Commercial Insurance Broker team. • Helps foster and develop a culture of excellence in performance. • Exceptional employee relations exist.

RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> • Managing Director • General Manager – Insurance • Hazlett Ltd Management team • Chief Financial Officer • Commercial Insurance team • All Hazlett Ltd staff 	<ul style="list-style-type: none"> • Existing and Potential Clients • Suppliers • Insurance companies, service support specialists and other service providers as required.

POSITION IN ORGANISATION

Company Structure will be provided

EDUCATION and EXPERIENCE

	Essential	Preferred
Education		<ul style="list-style-type: none"> Insurance & Financial Services qualification.
Experience	<ul style="list-style-type: none"> Significant experience as a Commercial Insurance Broker. Excellent stakeholder management experience with the ability to build effective relationships with internal and external stakeholders. 	<ul style="list-style-type: none"> Experience in a medium to large organisation.
Specific Skills / Attributes	<ul style="list-style-type: none"> Proven ability to win new business. Insurance sales experience. Pragmatic and solution focus. Ability to mitigate risks / identify opportunities. Self-motivated, results oriented with a positive outlook and a personal goal to build on your existing success. High attention to detail and accuracy. Strong oral communication skills and the ability to constructively challenge the norm and ask the 'right' questions. Mature, credible and comfortable in dealing with people at all levels. Planning, organising and time management skills. 	