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| JOB TITLE | Business Development Executive |
| JOB FUNCTION | Trading |
| JOB LEVEL | 1 |
| REPORTS TO | Broker Sales Manager |
| <p>Scope/purpose</p> <p>Working as part of the Sales Team to pre-agreed KPI's, in close collaboration with the other internal functions to achieve strategic and financial plans while ensuring the highest levels of customer engagement and service.</p> <p>This role involves the supporting the Leadership teams in achieving the Strategic objectives of the business. Your role specifically is to Support the Broker Sales Manager in the achievement of Sales plans through the development and implementation of the Ornella Broker Strategy. Develop and maintain key broker relationships through structured management and engagement. Bring a customer lens to Ornella operations and underwriting discussions.</p> | |
| <p>Key Responsibilities</p> <ul style="list-style-type: none"> • Assist in the development and implementation of the Broker Strategy. • Manage key broker relationships to develop business opportunities, deliver KPI's, quality service and help to resolve issues in a timely manner. • Build and sustain relationship with key brokers at both SMT and customer facing level. • Respond effectively to broker queries within agreed authorities, liaising with other internal functions where necessary. • Monitor, support and report on broker performance against pre-agreed KPI metrics such as GWP, loss ratio, submissions, quotes and binds, through the provision of statistics, reports and presentations, utilizing dashboards, MI reports and operational indicators. • An awareness and tracking of submissions from your broker panel for their life span through the Ornella NB process. • Provide administrative support to the BSM and Trading Director in respect of frequent trading reports required from the Broker Sales Team • Develop and document a structured engagement plan to manage pipeline, broker and underwriting engagement. • Facilitate broker training and working groups to ensure awareness of products, carriers and brand. Issue CPD where necessary • Communicate the company's appetite and product range to the broker panel. • Assist in the development and issuance of broker communications and marketing collateral. • Always adhere to the control environment including Underwriting (authorities), Risk and Compliance to ensure high level of governance in the broker area. • Assist in the roll out plan for new products to the broker panel. • Provide feedback to the business on market changes and developments which may occur in the industry. • Provide regular Broker product feedback and support in the execution of changes required to meet Broker's needs. • Assist Risk and Compliance in their interactions with our broker customers, TOBA's, audit facilitation, new broker onboarding etc. • Adhere to all Company policies & procedures. <p>Above is the current list of your duties and this may change from time to time depending on business demands.</p> | |

This role is a 'controlled function' as defined by the Central Bank. Any appointment will be conditional on the company being satisfied that the appointee meets the requirements as set out in the Fitness and Probity standards issued by the Central Bank. This requires the company to complete prescribed due diligence to assess the appointee's fitness and probity.

Education and work experience

- Minimum CIP qualification
- Third level business qualification an advantage
- Min 3 years in Insurance Industry with a focus on sales/business development/broking

Knowledge & Skills

- Knowledge of General Insurance Products with ability to develop keen understanding of Ornella product suite
- Understanding of the dynamics of the broker market
- Awareness of carriers in the market for key lines of business
- Understanding of Key Performance Metrics in broker channel
- Outstanding communication and interpersonal skills
- Ability to develop and maintain strong customer relationships
- Ability to think strategically, to initiate, embrace and drive change
- Strong influencing, negotiation and problem solving skills
- Strong ability to develop and produce reports/dashboards
- Ability to embrace a sales and trading culture in the organisation
- Strong desire to learn and develop key skills

Your Approach

- Act honestly, fairly and professionally in the best interests of our customers and the integrity of the market.
- Act with due skill, care and diligence in the best interests of our customers.
- Consistent demonstration of our values, Trust, Agility, Service.
- Approachable, friendly and easy-to-deal with
- Approachable team player that collaborates with and supports other team members promoting team spirit
- Build and maintain strong customer relationships
- Dedicated to continuous improvement
- Dedicated to working compliantly in a regulated environment
- High levels of empathy and understanding for our customers
- Supportive and determined where our priorities are driven by the customer