

CLIENT SERVICES MANAGER, JUBILEE SERVICE SOLUTIONS (Temporary 12 month contract)

HAYWARDS HEATH

REPORTING TO: NEIL WOODS, GENERAL MANAGER

JOB PURPOSE

- To co-ordinate the new business process at Jubilee Service Solutions to ensure that all Jubilee departments are fully engaged in the launch of new schemes in line with agreed timeframes.
 - To support Management in ensuring that the Group's Treating Customers Fairly Strategy is implemented correctly and the TCF philosophy firmly embedded within the corporate culture
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KEY TASKS

- To assist in the new business process by preparing client presentations, assisting with tender responses and attending client meetings and visits as required.
- To co-ordinate the new business implementation process at Jubilee Service Solutions. This will include liaising with underwriters, clients and all Jubilee departments to ensure all parties' requirements are understood and delivered within agreed timeframes
- To ensure that regular New Business Meetings are held in Jubilee Service Solutions, including underwriter attendance as agreed
- To maintain a central database of clients and reporting requirements
- To ensure that service performance reporting is in place in line with client requirements and that reports are distributed on time
- To provide weekly and monthly reports to the Jubilee Service Solutions management team on service performance
- Develop and maintain good working relationships with all clients including underwriters, insurers and brokers. To act as a contact point for clients as agreed
- To prepare presentations on service performance for presentation at client review meetings
- To deputise for the Claims and Customer Support Manager at new business or client review meetings as required
- To ensure that TCF Management Information is made available to Senior Management to enable them to monitor whether TCF outcomes for Customers are being met
- To enhance TCF reporting for clients
- To develop and distribute regular news and service related communications with Jubilee Service Solutions clients
- To assist in the specification and development of business systems that will facilitate client servicing
- To ensure compliance with the FSA regulations which include Data Protection, Fraud and Treating Customers Fairly. Adhere to the Group's six Core Customer Servicing Principles
- To carry out any other duties, as reasonably required, to support the Company