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| **Job Title** | Senior Associate |
| **Job reference** | CS001 |
| **Department/Team** | Client Services team  |

# Our History

Hansard Global Plc is a listed company on the London Stock Exchange since 2006. The focus of the Hansard group is the international sale of life assurance products with a primary focus being on unit-linked products to ex-patriate customers based in various countries around the world. There is a truly global feel to Hansard, with a workforce based across the Isle of Man, UK, Ireland, Malaysia, Dubai, Chile and Japan working together to achieve our goals.

Please visit [**Hansard.com**](https://www.hansard.com/) for further information.

# The Role

We are currently recruiting for a **Senior Associate** to work within the Hansard Administration Services Ltd. Operations department. The successful candidate will be part of a Customer Service team based in the Isle of Man. The department is responsible for all aspects of product administration and relationship management.

# Key Responsibilities

* Actively contribute to the successful delivery of the departmental objectives along with your own personal business objectives and performance development plan.
* Take ownership of and resolve any queries through to a satisfactory conclusion.
* Support ongoing reviews and updating of procedures within the team and department.
* Deal with queries from clients, both internally and externally via telephone or written communication.
* Identify & log any Complaints / ODs that are received, ensuring the complaints procedure is followed correctly.
* Responsible for the accurate and efficient completion of administrative tasks provided to you.
* Ensure work is reviewed, chased and closed within expected Timescales.
* Proactive, solutions-based approach to understanding issues which arise, and then implement actions according to administrative policies and Procedures.
* Ensure compliance and regulatory legislation requirements are met and adhered to.
* Support the team, including answering queries, checking, training, and coaching.
* Highlight any efficiency opportunities within the area and suggest changes.
* Identify and report issues, suggesting solutions where possible.

**Our Values and Behavioural Competencies**

We are passionate about how we do things at Hansard and in supporting an

environment where our people can thrive.

Built around our core values of **Respect**, **Integrity**, **Quality** and **Innovation** and

guided by our behavioural competencies, it’s important that you play your part

in supporting our Culture and execute your key responsibilities in line with these

Values and Competencies.

**Personal and Professional requirements**

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|  | **Essential or Desirable** | **Method of Assessment** |
| **Skills and Experience**  |  |  |
| Highly self-motivated induvial who is willing to participate and actively assist in improving current processes | Essential  | Interview  |
| Experience in handling external telephone calls with both clients and independent financial advisors | Essential | CV/ Interview  |
| Ability to manage and prioritise own workload in a fast-paced environment and be able to make decisions within the remit of their role | Essential | Interview  |
| Be passionate about delivering excellent customer service  | Essential | Interview  |
| Strong verbal and written communication skills  | Desirable  | CV / Interview  |
| Previous experience in Life Assurance or a similar customer service-based industry  | Desirable | CV/ Interview  |
| Experience with new business and payments out  | Desirable  | CV/ Interview  |
| Demonstrate an inquisitive nature and willingness to highlight any concerns, particularly relating to KYC and CDD | Desirable  | CV/ Interview  |
| **System Knowledge**  |  |  |
| Competent in Microsoft applications: Including Word, Outlook, SharePoint and Excel | Essential | CV/ Interview  |
| Knowledge of Finscan  | Desirable  | CV/ Interview |