



JOB TITLE: Administrative Assistant – Insurance Agency (full or part time)

ABOUT US: NFU Mutual is a leading provider of insurance solutions dedicated to offering comprehensive coverage and exceptional service to our clients. We pride ourselves on our commitment to professionalism, integrity and delivering tailored insurance products that meet the unique needs of our clients.

POSITION OVERVIEW: We are seeking a highly motivated and detail-orientated Administrative Assistant to join our team. The successful candidate will play a crucial role in ensuring the smooth and efficient day-to-day operations of our busy insurance agency. This position offers an excellent opportunity for growth and development within the insurance industry.

KEY RESPONSIBILITIES:

1. CLIENT SUPPORT

- Provide exceptional customer service to clients by responding to enquiries, resolving issues, and ensuring a positive experience.
- Assist clients with policy enquiries, claims processing and policy renewals.

2. DOCUMENT MANAGEMENT

- Maintain accurate and organised electronic and physical filing systems for policies, claims and other relevant documents.
- Process incoming and outgoing correspondence, ensuring timely and accurate record keeping.

3. POLICY PROCESSING

- Assist in the processing of insurance policies, including data entry, issuing policies and updating client information in the system.
- Collaborate with Underwriters and Agents to ensure accurate policy documentation.

4. BILLING AND PAYMENTS

- Handle billing enquiries, process premium payments and assist clients with payment-related matters.
- Reconcile billing discrepancies.

5. GENERAL ADMINISTRATIVE SUPPORT

- Provide general administrative support including photocopying, scanning, banking, mail and social media.
- Order office supplies and maintain an organised and tidy office environment.

QUALIFICATIONS

- Relevant school qualifications minimum National 5 (or equivalent) level.
- Strong organisational and multi-tasking skills with great attention to detail.
- Excellent communication and customer service skills.
- Proficient in Microsoft Office Applications.

BENEFITS

- Competitive salary.
- Retirement savings plan.
- Modern Apprenticeship and professional development opportunities.

HOW TO APPLY

Interested parties are invited to submit their CV and cover letter to john_laughton@nfumutual.co.uk. Please include "Admin Assistant Application – [Your Name]" in the subject line.