



Service Leader

Applicant Information Pack



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Welcome

Unity Insurance Services have been insuring Not for Profit organisations for over 80 years. We're an experienced insurance broker that understands the needs of charities and community groups. We know the importance of having insurance policies that can be trusted. That's why we work hard to find simple solutions to complex needs. We offer specialist services to Scouts, Girlguiding, charities, community groups and not-for-profit organisations; all with an experienced and empathetic approach to our customers.

We're owned by the Scouts, a charity in its own right, and like them we understand the importance of making a difference to the lives of others. We share the same values of integrity, respect, care, belief and cooperation..

With all our profit going back into The Scout Association, each day we are contributing to young people gaining Skills for Life.

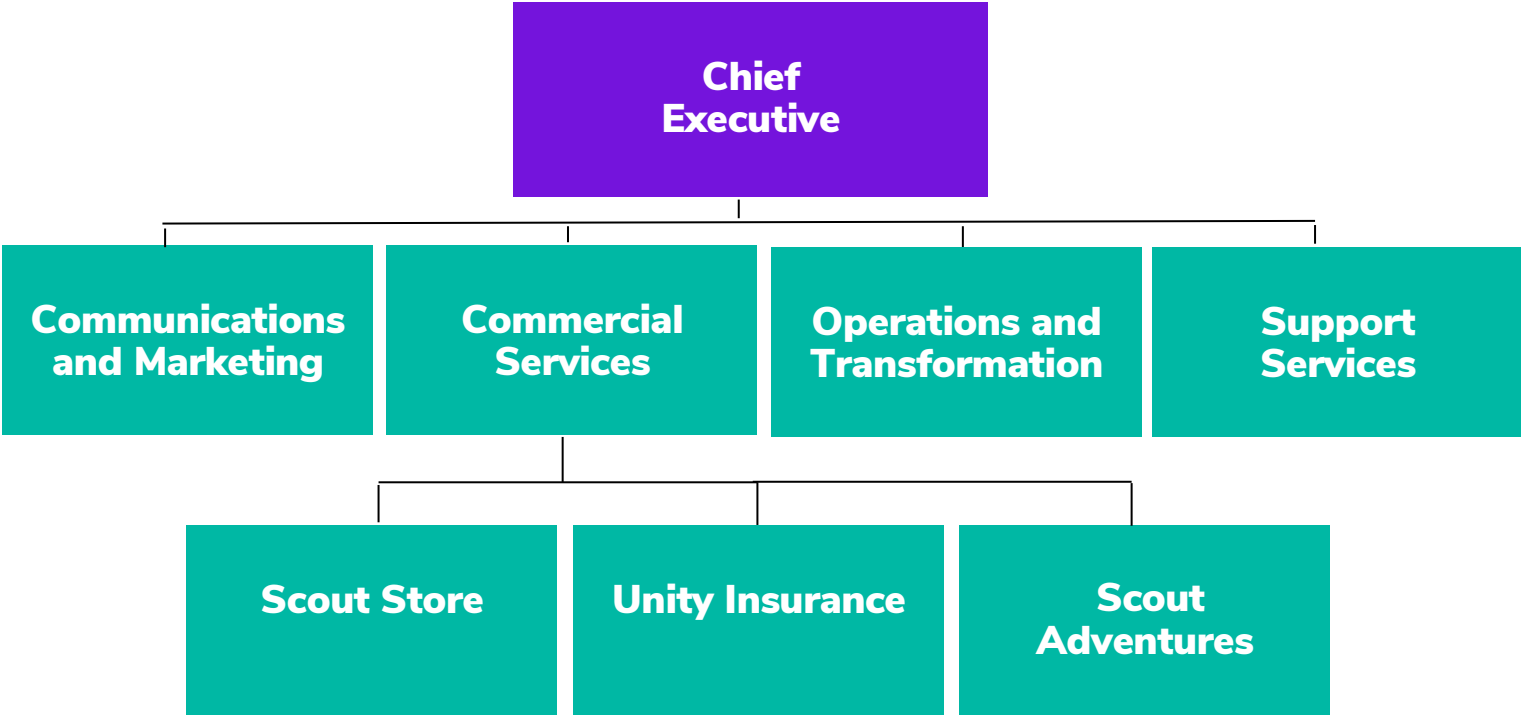
We are a growing business that places importance both on bringing in new clients but also on providing a great service to existing clients. This has been reflected in our customer feedback, where in 2018, 80 per cent of customers said they would recommend us based on our service.

Developing our people is the key to our success and something we value greatly.

Our strategic aim is to be the insurance broker of choice for the charity sector and we welcome talent to join us in achieving this aim.

The Scout Association Structure

The UK headquarters of the Scouts is based at Gilwell Park, Chingford, London, and is operationally divided into four directorates



The Role

Responsible to:	Insurance Operations Manager
Directorate/Department:	Commercial Services, Unity Insurance Services
Base Location:	Unity Insurance, Lancing
Term:	Permanent
Salary Band:	£28,188 per annum, Band E, Level 3
Hours:	35 per week
Line Management Responsibility:	Yes
Budgetary responsibility:	N/A
External Contacts:	People and organisations from the Scouting, Guiding and charity sectors. Suppliers and service providers, insurers and the general public.
Internal contacts:	Director of Commercial, MD, senior managers, other Unity and HQ colleagues.
DBS:	Basic

The above list is provided for guidance only and is not an exhaustive list of all the contacts with whom the post holder may be required to liaise.

Core Purpose

The job holder will ensure at all times the team provides a high quality, efficient and responsive service to customers, maintains consistency of service and manages resources to meet service levels, whilst meeting the unit's core annual income targets. He/she will ensure the team are working compliantly and following procedures, coaching, training and monitoring all aspects of their work on a day/day basis, meeting overall performance and be the first line of support for his/her team on all matters including complaints handling. Be responsible for the day/day management of the team which comprises of telephones based insurance account handlers.

Act as a prime contact point for Unity's portfolio of clients comprising of individual Scout and Guide groups or other external small charity clients for their insurance requirements. Ensure efficient administration and management of their policies and the overall client relationships through excellent customer service. Additionally encourage them to purchase any additional insurance needs from Unity to meet the company's business objectives. Responsible for achieving revenue targets for both retention and growth of existing business.

Key Tasks

- Day to day supervision and oversight of direct reports
- Allocate, control and monitor daily workflow
- 1st line escalation point for resolving client complaints in line with FCA rules
- Actively manage team to ensure morale and motivation are kept at the highest possible level
- Identify spare capacity within the team where and when they exist to ensure resource fully utilised effectively on a day/day basis
- Escalation and referral point for direct reports on all technical matters, problems and issues including complaints, supporting and assisting them
- Team development and training
- Drive up operational standards and quality
- Quality control such a file and call recording reviews
- Offer information, guidance and quotes to existing clients in respect of their insurance needs
- Cross sell and up sell relevant products to existing clients
- Achieve targets set in respect of existing client revenue retention and other key performance indicators.
- Administration of policies in line with the objectives of accuracy, speed and completeness, deal with all policy and client queries and achieve prompt and appropriate solutions
- Collection of premiums income in line with Unity policies
- Work as an effective member of Unity staff
- Comply with all business and office procedures and FCA rules
- Pro-actively review all insurance procedures in use and suggest continual improvements as part of Treating Customers Fairly initiatives
- Processing and handling of claims for clients
- Where authority is given under a delegated authority exercise due care in binding cover on behalf of insurers and stay within authority levels
- Where authority is given under a delegated authority exercise due care in the issue of documents

evidencing cover bound

- Assist the Account Executive with client indemnity agreements and provide advice on liability cover where appropriate.

The Person



- Good communication and interpersonal skills
- Planning and organisation skills
- Ability to work to deadlines and under pressure
- Excellent verbal and written communication skills
- Ability to make timely decisions and exercise sound judgment in critical situations
- Ability to be flexible, dynamic and adaptable to change

Skills & Abilities

- Must be able to advise on, sell and service all classes of commercial insurance products
- Positive attitude and ability to deal with difficult situations and customers
- Ability to develop solutions for customers insurance requirements
- Sales, influencing and negotiation skills to achieve targets and best outcomes for customers
- Excellent customer service skills

Knowledge & Experience

- Experience of youth charities and their insurance needs
- Experience of working in the commercial insurance industry
- Computer literate and experience of using insurance systems
- Knowledge and experience of FCA Compliance and TCF practices
- Must be able to demonstrate experience of insurance broking
- Professional insurance qualifications – Cert CII or Diploma in Insurance

Values & Personal Qualities

- An excellent role model who promotes high standards of integrity, and commands trust and confidence from others
- An effective team player who is assertive, energetic, determined, robust and sufficiently resilient to cope with the demands of the role
- Takes personal responsibility for actions and decisions and takes initiative to make things happen
- Sets the standard and clearly demonstrates by personal example behaviours required of team members

Safeguarding rules - Yellow card

The post holder agrees to comply with the safeguarding rules as set out on TSA's yellow card at all times and be willing to undertake a DBS check.

GDPR and Data Protection

The post holder hereby agrees not to disclose any confidential or sensitive information to a third party or outside organisation except where required to do so by law and to adhere to our Data Protection and GDPR policies

Health and Safety

The post holder agrees to abide by TSA's Health and Safety principles and code of conduct and to take all reasonable steps to ensure both their own safety in the work place as well as that of their colleagues.

Equal Opportunities

The Post holder agrees to promote and uphold the principles of equal opportunities in accordance with TSA's Equal Opportunities Statement and all related policies.

Benefits

- **Holiday Entitlement:** 25 days per year plus bank holidays. This increases after two years service to 28 days and after five years to 32 days.
- **Additional Holidays:** We operate an office closure during the Christmas and New Year holiday period that provides up to an additional 3 days of extra leave.
- **London Weighting:** In addition to a competitive salary we also provide London weighting to staff if located inner/outer London.

Looking after your health and wellbeing

Simply Health Scheme: You will have access to a medical scheme to help you with the cost of your everyday healthcare fully funded by the Association such as optical, dental and many more. You will also get access to the Gym discount, family days out discount and online health risk assessment.

Sickness absence: we pay sickness above the statutory minimum requirement. (Above benefits apply to employees upon completion of three months in their role unless otherwise stated)

Generous Pension Scheme

We are committed to providing our staff with a best work place pension scheme that is highly competitive in the third sector. For all employees, the Association has a Group Personal Pension Plan with the Scottish Widows. This plan allows employees to contribute a minimum of 2% of their gross salary up to the maximum allowed within HMRC limits. The Association will contribute twice your contribution, up to a maximum of 10% of gross.

Salary: Employees can benefit further by saving their own and the TSA National Insurance contribution that is paid into your pension pot.

Life Assurance: All employees are covered by a scheme which pays four times the basic salary in the event of death in service.

Getting to and from work

Car parking all sites offer free car parking to employees.

Cycle to Work scheme This scheme is a form of salary sacrifice which enables employees to purchase a bicycle through the Government's Cycle to Work Scheme and can save you up to 42% on the retail value (depending on the employees tax bracket).

We are proud to be a family friendly employer

Personal Days: Up to four personal days paid leave a year.

Maternity/Paternity Leave: We pay maternity leave above the statutory minimum requirement.

Childcare Vouchers: this scheme is a form of salary sacrifice, enabling employees to purchase childcare vouchers.

Start and finish time: Employees can apply for some flexibility on their start and finish times of work.

Making your money go that little bit further

Scout Store purchases: Employees can make purchases from Scout Store with a discount of 25% on certain items, excluding uniforms. Online Benefits Portal Our online benefits portal allows you to tailor make your own benefits package.

How to apply

Before making an application please ensure that you have read the Recruitment and Selection policy: <https://scouts.org.uk/media/1009429/Recruitment-and-Selection-Policy.pdf>



Please submit an application via the Smartsheet link on our jobs page www.scouts.org.uk/vacancies.

In order for us to monitor the application of our Equal Opportunities policy <https://scouts.org.uk/about-us/key-policies/equal-opportunities-policy/>, we would be grateful if you would also complete the Recruitment Monitoring Form on the jobs page.

If you are unable to use Smartsheet, please post your application to:

Human Resources, The Scout Association, Gilwell Park, Chingford, London E4 7QW

The closing date for applications is **23.59 on 3rd May 2019**.

The interviews will be held at Lancing.

If you would to discuss the role in more detail, please contact the Recruitment Team at recruitment@scouts.org.uk.

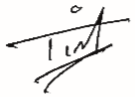
The Scout Association

As Scouts, we believe in empowering young people with skills for life. We encourage our young people to do more, learn more and be more.

Each week, we give over 450,000 young people the opportunity to enjoy fun and adventure while developing the skills they need to succeed, now and in the future. We're talking about teamwork, leadership and resilience – skills that have helped Scouts become everything from teachers and social workers to astronauts and Olympians.

We believe in bringing people together. We celebrate diversity and stand against intolerance, always. We're a worldwide movement, creating stronger communities and inspiring positive futures.

Having just launched a new strategic plan: Skills For Life: Our plan to prepare better futures, this is an incredibly exciting time for Scouting in the UK. We welcome talent from all backgrounds and your contribution to help even more young people succeed in life.



Tim Kidd, UK Chief Commissioner

Matt Hyde, Chief Executive



Our strategic plan

By 2023 we will have prepared more young people with skills for life, supported by amazing leaders who deliver an inspiring programme. We will be growing, more inclusive, shaped by young people and making a bigger impact in our communities.

Society is changing. In often fragmented communities, the pressures and expectations on young people are increasing. The future is uncertain. Scouts has never been so important in helping young people prepare for the future, developing the skills they need to succeed in a changing world. Each week almost half a million young people enjoy fun, friendship and outdoor adventure. They develop a sense of optimism and strong values as well as the leadership and team working skills that are more valuable today than ever.

Our movement achieves remarkable things. We have continued to grow for 13 consecutive years. Our previous plan, Scouting for All, inspired new Groups and sections to start in an additional 834 areas of deprivation since 2013. We now help over 462,000 young people aged 6-18 (including 102,000 girls) get the best possible start in life. Our social action campaign, A Million Hands, has enabled over 200,000 young people to make a positive contribution in their local communities.

Now we want to go further. Skills for Life is a strategy that supports and empowers our volunteers who are the people that make Scouts a reality. It's a strategy to bring communities together and contribute towards a better society. But most of all, it's a strategy for young people. They deserve the best skills, the best support, and the best possible futures.

'I believe that Scouts empowers young people. It gives them skills to achieve the remarkable, and opportunities to develop a deeper understanding of the rapidly changing world.'
Tim Kidd, UK Chief Commissioner

Skills for Life

Our plan to prepare better futures 2018-2023

Our vision

By 2023 we will have prepared more young people with skills for life, supported by amazing leaders who deliver an inspiring programme. We will be growing, more inclusive, shaped by young people and making a bigger impact in our communities.

Our mission

Scouting actively engages and supports young people in their personal development, empowering them to make a positive contribution to society.

Our values

We act with care, respect, integrity, cooperation, exploring our own and others' beliefs.

Our goals

We will achieve the following goals against our four objectives:

Growth

- 50k more young people
- 10k more Section Leaders
- 5k more Young Leaders

Inclusivity

- The demographic of adult volunteers reflects society
- In 500 more areas of deprivation

Youth Shaped

- 250k young people shape their Scouting each year
- 50% young people achieve top awards

Community Impact

- 250k young people making a positive impact in their local communities each year
- 50% young people achieve top awards

Our three pillars of work

To meet these objectives, we will focus on three pillars of work:

Programme

A fun, enjoyable, high quality programme consistently delivered and supported by simple (digital) tools.

People

More, well trained, better supported and motivated adult volunteers, and more young people from diverse backgrounds.

Perception

Scouting is understood, more visible, trusted, respected and widely seen as playing a key role in society today.