

Job Description: Account Executive – Legal Indemnities

Purpose

Reporting to the Branch Director, the Account Executive is a client-facing representative responsible for arranging and securing suitable insurance cover for new and existing clients and prospects. The Account Executive drives business growth through relationship building, networking and exceptional service delivery while ensuring compliance, accurate record-keeping and contribution to branch income, new business, and retention targets.

Role Responsibilities

Strategic & Business Management

- Contribute to branch business plans, sales targets and retention objectives.
- Develop and maintain a prospect pipeline and identify cross-sell/upsell opportunities.
- Support Branch Director and Client Consultant in tender responses, pitches and strategic client activity.
- Act as a brand ambassador to clients and insurers, supporting the branch's market positioning.

Operational Management

- Manage a personal client portfolio end-to-end: quotations and documentation.
- Ensure accurate and timely data entry in Acturis and other systems; maintain client records and activity logs.
- Coordinate with operations and claims teams to ensure smooth service delivery.
- Escalate operational issues and ensure service levels and commitments are met.

Financial & Commercial

- Provide a business plan to help grow your own book of clients.
- Contribute to profitable growth by managing pricing, terms and referrals in line with underwriting appetite.
- Support accurate invoicing, commission handling and any credit-control follow-up in coordination with Finance.

Compliance & Governance

- Ensure all client activity complies with regulatory requirements (FCA), internal policies and Treating Customers Fairly principles.
- Maintain proper documentation for KYC, anti-money laundering, and other compliance checks.
- Assist in responding to compliance queries and audits, ensuring evidence and records are up-to-date.

People & Culture

- Support a positive team culture by sharing market knowledge and best practice.

- Support colleagues, contributing to team capability and knowledge transfer.
- Work with Group HR to identify training needs and complete required CPD.
- Promote a culture of accountability, collaboration, service excellence and continuous improvement.

Stakeholder Management

- Build and maintain strong relationships with clients, insurers, underwriters, intermediaries and internal partners (operations, claims, central services).
- Act as the primary operational contact for assigned clients and coordinate specialist support where required.

Change Management

- Participate in local implementation of process or system changes and support colleagues during transitions.
- Provide feedback on process improvements and contribute to adoption of best practice.

Client Focus

- Deliver excellent client service, proactively review client needs and propose tailored solutions.
- Use claims and service capabilities to enhance client value and retention.
- Understand client business operations to advise appropriately on cover and risk mitigation.

Innovation & Continuous Improvement

- Identify opportunities to improve processes, client communications and service delivery.
- Share successful approaches and innovations with the branch team.

Risk Management

- Apply appropriate risk assessment in client acceptance and renewals; escalate potential issues.
- Ensure accurate record-keeping to support renewals, claims and regulatory compliance.

Other

- Complete ad-hoc duties as required by the Branch Director or senior management.
- Participate in branch meetings, commercial reviews and learning sessions.
- Demonstrate accountability for personal performance by pursuing objectives, engaging with a development plan, and seeking ongoing feedback and growth opportunities.

This job description is intended to provide a general overview of the role. It is not exhaustive and may be subject to reasonable modifications or additional duties as required to meet the evolving needs of the business. There may also be variations within this role profile subject to business needs and individual skill sets.

Skills, Knowledge & Experience

Strategic Leadership: Minimum three years' experience within the legal indemnity sector, with proven ability to manage one's own book with a commercial mindset and contribute to branch strategy through client insight.

Business Acumen: Deep understanding of the insurance broking market, product range and placement strategies relevant to the client base.

Operational Expertise: Practical experience using trading and brokerage systems (e.g., Acturis), and strong operational knowledge of broking workflows and insurer requirements. Proficiency in Microsoft Office and other internal systems necessary for efficient account and operational management.

Financial & Commercial Acumen: Proven delivery against sales and retention targets; sound commercial judgement in pricing and referral decisions.

Governance & Compliance: Working knowledge of FCA requirements and Treating Customers Fairly principles; understands required record-keeping and KYC processes.

People & Culture: Collaborative team player with experience of supporting team performance.

Stakeholder Management: Strong relationship management skills, able to influence internal and external stakeholders to deliver client outcomes.

Change Management: Comfortable working with change; able to support others through new ways of working.

Client Focus: Strong client-service orientation; skilled at needs analysis and designing appropriate insurance solutions.

Innovation & Continuous Improvement: Practical thinker who identifies improvements to processes and client engagement.

Risk Management: Awareness of underwriting and operational risk; able to spot and escalate exposures.

Person Specification

Strategic Thinking & Innovation: Thinks commercially about client portfolios and opportunities; contributes ideas to grow the business.

Change Leadership & Adaptability: Adapts approach to changing client or market demands and supports team adoption of change.

Emotional Intelligence & Self-Awareness: Manages client and colleague relationships with empathy and professionalism.

Learning & Development Orientation: Commitment to ongoing professional development; drives development for self and team (CPD).

Operational Excellence & Delivery: Delivers high-quality work consistently and meets deadlines under pressure.

Resilience & Growth Mindset: Persistent and target-driven; maintains focus in a challenging sales environment.

Brand Representation & Strategic Vision: Acts as an ambassador for the firm and embodies company values in interactions.

Performance Leadership: Takes personal accountability for results and shows initiative to meet objectives.

Communication & Influence: Excellent interpersonal, negotiation and presentation skills; able to influence at all levels.

Client-Centric Solutions: Skilled at structuring client-centric propositions that balance cover, cost and insurer appetite.

Ethics & Compliance: Unquestionable integrity in a regulated environment; models ethical behaviour.

Confidentiality & Information Security: Understands importance of safeguarding client and employee data; adheres to data protection and record-keeping standards.

Collaboration & Mentorship: Comfortable sharing knowledge, coaching colleagues and contributing to team success.

People & Culture: Champions inclusive culture, accountability and continuous improvement.

Above all, brings their best self every day, delivering outstanding experiences to colleagues and clients alike.

Behaviours

Accountability: Owns outcomes and follows through on commitments.

Adaptability: Responds positively to changing priorities and market conditions.

Collaboration: Works effectively across teams and stakeholders to achieve outcomes.

Continuous Improvement: Seeks ways to improve processes, services and performance.

Curiosity: Probes for root causes, seeks market and product knowledge to drive advantage.

Customer Focus: Prioritises exceptional client service in decision-making and behaviour.

Impact: Produces measurable contribution to business targets and client outcomes.

Insight: Uses data and market intelligence to inform actions.

Integrity: Acts with honesty, transparency and professionalism at all times.

Resilience: Maintains composure and drive under pressure and through setbacks.

Education

- Hold or achieve Certificate in Insurance (Cert CII) status within two years of joining the company.
- Maintain appropriate professional membership with the Chartered Insurance Institute (CII) to demonstrate commitment to industry standards, ongoing professional development, and upholding the highest levels of competence and ethical practice.
- Maintain a proactive approach to learning, ensuring continual professional development through CPD and industry engagement.