

## Position Description

**Position:** E-business Specialist

**Division:** Client Solutions

**Line Manager:** Business Improvement Manager

**Our Vision:** Our vision is to be regarded as the most trusted specialist insurer within our core sectors. We will achieve this by delivering on three strategic goals: achieving sustainable profitable growth in our core sectors, having expert and engaged people, and operating profitably and cost effectively to give back to our community.

**Our Values:**



**OUR VALUES**

*We strive to be the most trusted and ethical specialist insurer within our core sectors and to contribute to and help build safer communities that promote well-being and peace of mind. We do so by demonstrating five core values:*

-  Collaborating and welcoming
-  Ambitious and pioneering
-  Responsible and sustainable
-  Expert and specialist
-  Supporting and giving

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**Role Purpose:** The E-business Specialist will be responsible for analysing and improving the operating systems for the SME Portfolio, and improve the usage and experience for our brokers and underwriting staff. Working with the National Manager SME and Business Packages the E-business Specialist will contribute to the development and implementation of process change, project delivery, system improvements, UAT, broker system onboarding, access and enquiries, training, reporting and monitoring to improve efficiency and growth in SME Portfolio.

Key Accountabilities	Key Performance Indicators
<p><b>Manage the day to day monitoring and e-business connectivity with our Brokers</b></p>	<ul style="list-style-type: none"> <li>• Managing the onboarding, access set up and termination of broker users on EBIX Sunrise Exchange.</li> <li>• Keep and maintain broker register</li> <li>• Act as the first point of contact for all EBIX Sunrise Exchange related matters and issues, providing considered guidance and advice when appropriate and escalating when appropriate</li> <li>• Provide technical assistance and support to our Brokers</li> <li>• Perform trouble shooting as required</li> </ul>
<p><b>e-Business analysis and delivery:</b></p>	<ul style="list-style-type: none"> <li>• Analyse electronic business performance to identify areas for improvement</li> <li>• Monitor industry trends to identify opportunities for improvement</li> <li>• Make recommendations for consolidation, streamlining and improvement of business processes</li> <li>• Work with the National Manager SME and Business Packages and Marketing to develop and implement campaigns for e-business products and services.</li> <li>• Work closely with IT and Underwriting team to build requirements, build and conduct UAT plans and implement change across the business</li> <li>• Build and conduct a regular test and controls framework to detect any issues to maximise usage and performance</li> <li>• Build reporting suite for monitoring purposes</li> </ul>
<p><b>Underwriting staff support</b></p>	<ul style="list-style-type: none"> <li>• First line of support for internal staff regarding issues or troubleshooting</li> <li>• Analysis internal tickets for trends and improvements</li> <li>• Be the subject matter expert for the underwriting and broker systems</li> </ul>

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<p><b>Develop and maintain an effective training program for our Brokers and Staff</b></p>	<ul style="list-style-type: none"> <li>• Build and deliver training programs for our Brokers to ensure successful implementation and usage of e-business platform</li> <li>• Provide training to Underwriters and Business Development Underwriting Managers</li> <li>• Create and maintain fit for purpose user guides and procedures</li> <li>• Coordinate training competencies' assessments for our Brokers identify common themes to address</li> </ul>
<p><b>Deliver professional and efficient customer service to brokers and distribution partners, as well as internal colleagues</b></p>	<ul style="list-style-type: none"> <li>• Build and maintain effective relationships with brokers placing business with Ansvär</li> <li>• Provide advice to users on technical matters within the EBIX and Underwriting Platform</li> <li>• Build and maintain effective working relationships with internal colleagues at all levels</li> <li>• Ensure that all queries are responded to and resolved in a timely manner providing exceptional customer service at all times</li> <li>• Ensure efficient in house accessibility at all times for our brokers and internal colleagues from both head office and regions alike</li> <li>• Resolve complaints in a manner that is consistent and appropriate with Company policy</li> </ul>

### Behavioural Competencies:

- Passionate about the business and highly motivated to achieve Company objectives
- Responds positively to change
- Passion for delivery of high customer service and meeting deadlines
- Embraces and consistently displays Ansvär's values
- Ability to create a positive working environment
- Flexible attitude with a 'can-do' approach and a willingness to help out as required
- Excellent listening and communication skills
- Ability to apply discretion and maintain strict confidentiality as and when required
- Sets and maintains high standards of performance, both personally and for the Company
- Excellent people skills and ability to build and maintain good relationships with colleagues, business partners and customers
- Highly disciplined, with excellent planning and time-management skills and the ability to work effectively under tight deadlines and pressure
- Excellent team player, assisting by sharing knowledge and skills across the Company

### Technical Competencies:

- Strong personal, written and verbal communication skills with the ability to establish rapport and negotiate with key internal and external stakeholders to achieve Company objectives
- Strong computer literacy skills, including sound knowledge of Microsoft Office Suite such as Word, Excel, PowerPoint and Outlook programs

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- Proven track record of meeting KPIs/business goals and targets
- Up to date knowledge in most aspects of general insurance including a practical understanding of commercial insurance principles, policies, pricing, reinsurance, claims and risk management
- Displays sound judgment and the ability to solve problems
- Knowledge of broker platforms and functionalities
- Knowledge of e-business products and services in the insurance industry
- At least 2 years' experience working in an e-business or platform coordination role or related field in the insurance industry
- At least 5 years' experience working in an underwriting or business development capacity is preferred

A large, light blue, semi-transparent version of the 'ansvar' logo is centered on the page. It consists of the same stylized circular icon above the word 'ansvar' in a lowercase, sans-serif font.