

Job Profile

Job Title	Group Operations Assistant	Name	TBC
Reports To	Group Operations Director	Region	T L Dallas – all branches
Location	Bradford	Hours	Monday to Friday, 9am – 5pm

Purpose

This role is focused on supporting the Group Operations Director (and Operations Board) to

- ensure an efficient Acturis solution which will enable the business to deliver its goals
- assist with operation of outsourced finance default &/or loan termination administration, processes and User management
- assist with operation of Group-wide schemes ensuring efficiencies and best practice

The following responsibilities and tasks are highlighted as the key areas determined within this role. The list however is not exhaustive and the individual will be expected to undertake additional appropriate tasks, as required from time to time, to fulfil the role as required.

Key Functions – Acturis

- Configuration and customisation of insurance broking software, including assistance with development and/or implementation project management.
- Troubleshooting and/or Acturis liaison for 200+ staff with issues specific to said software. Reviewing system updates, changes and developments advised by Acturis, assessing their impact on the Group, and considering 'Group' needs accordingly
- Engaging with and representing the Group's interests at User Group meetings (external and internal) as required
- Establish and maintain key relationships with Acturis in support of Group Operations Director
- Creation of or support with Management Information production for Team Leaders / Managers and Departmental / Branch heads via Acturis Reporting suite
- Creation of or support with Document templates, common content library, reporting questions, template content options, workflow and other processes within Acturis

Other Key Functions

- Ability to support Group Operations Director with work involving key T L Dallas relationships including Acturis, Premium Finance and Schemes
- Ability to support Group Operations Director to facilitate in-house operations / Best Practice Group
- Ability to support Group Operations Director with administration of third party web-based portals
- Ability to troubleshoot Premium Finance providers / Schemes

The applicant will ideally have

- Thorough and recent experience of insurance broking software Acturis. Specifically including the ability to:-
 - Manage and troubleshoot the T L Dallas Acturis Document suite (complex and self service)
 - Create and customise reports using the Acturis reporting modules and dashboards
 - Create and test Workflows
 - Create and action Automation
 - Create or update other Acturis modules and functionality as required
- Knowledge and experience of scoping, planning, specifying, testing and implementing Delegated Authority schemes on Acturis, including planning documents, bordereaux, and bespoke claims systems.

The applicant must have

- Excellent working knowledge of Microsoft office suite, including Excel, Word, Outlook & PowerPoint
- Excellent communication skills (verbal and written) and a 'can do' enthusiastic attitude to supporting colleagues and resolving issues
- A passion for learning and personal development
- Methodical, efficient and proven organisational ability
- Ability to work under pressure, manage workload and meet required deadlines

Highly Desirable but not essential

- Knowledge of the Insurance industry and broking processes, terminology and priorities
- Customer facing Insurance Broking experience
- Basic knowledge of FCA broking compliance requirements

General information

This is a wide-ranging and multi-faceted role, covering a multitude of operational responsibilities in collaboration with the Compliance Team and across various areas of the Group.

Experience in some or all of the areas identified is preferred, however, the role *will* require on the job training and the successful applicant will be able to demonstrate an enthusiastic willingness to learn, a can do attitude and have exceptional organisational, prioritisation and multi-tasking skills.

TLD Values



TRUST



INTEGRITY



COMMITMENT



COLLABORATION