**Apprentice Sales/Administrator in the Insurance Sector (Canvey Island, Essex)**

**REF: XY**

**Apprenticeship summary**

**Apprenticeship standard Business administrator Level 3 (A level)**

**Annual wage - £12,000**

**Working week - Monday to Friday 09:00- 17:00. 1-hour unpaid lunch. (35 hours a week)**

**What will the apprentice be doing?**

***This is an admin/sales role which provides the support you need to ensure you are meeting the minimum standards required each month and developing as you go. You will be reaching out to customers who have expressed interest in our product (no cold calling) and developing a rapport in a confident, friendly, and courteous way***

***You will be an integral part of our team's success, ensuring that the office operates smoothly and that our clients are satisfied at all times.***

***You'll handle incoming customer administrative and sales inquiries, build client relationships, identify sales prospects, and broaden your insurance knowledge. You'll also provide great customer service and administrative assistance.***

***You will be given full training right from the beginning and supported throughout your journey with us.***

***If you’re determined to succeed, have a positive attitude and know when to ask for help, then we can train you in the knowledge needed to be a success!***

**Duties would include:**

* Consistently offer a thorough and competent service while following company, industry and regulatory guidelines and procedures
* Liaising with new/existing clients over the telephone, by email and by post
* Updating the database and maintaining records
* Running through new quotations
* Chasing of all new business cases every week
* Pursuing all current business inquiries on a weekly basis
* Maintaining filing systems
* Dealing with daily post
* Renewing insurance policies
* Admin related work
* Making/receiving numerous telephone calls
* Processing/attending to diaries
* Problem solving and critical thinking

**What training will the apprentice take and what qualification will the apprentice get at the end?**

Full training will be given leading to a recognised Business Administration Apprenticeship Standard Level 3 Qualification

Full on-the-job training will be delivered

Off-the-job training will be supported by our training provider - Davidson Training UK Ltd

You will complete the Functional Skills in maths and English up to and including Level 2 (if you don't already hold the equivalent)

All training will be delivered within the workplace during working hours

**What is the expected career progression after this apprenticeship?**

There is plenty of scope for development within the company and you will be given full training right from the beginning and supported throughout your journey with us

**Desired skills and personal qualities**

* Communication skills
* IT skills
* Attention to detail
* Organisation skills
* Customer care skills
* Problem solving skills
* Administrative skills
* Analytical skills
* Logical
* Team working
* Initiative
* Patience

**Qualifications**

* GCSE or equivalent English (Grade A\*- C or 4-9) desirable
* GCSE or equivalent Maths (Grade A\*- C or 4-9) desirable

**Things to consider**

We are a fun and vibrant team! Our office is located on the industrial site of Charfleets. Please ensure you can commute with ease.

**About the employer**

LAST IN THE ALPHABET. FIRST IN SERVICE! An innovative insurance broker, specialising in all types of insurance. With over 20 years’ experience in the insurance industry, we specialise in providing insurance for those needing a policy tailored to their needs. Our focus is providing exceptional service and cover to those who carry passengers, parcels or drive vehicles for their own personal business. You may not immediately realise it but insuring those who drive for a living is often a difficult task. While you may be able to purchase basic motor insurance online, working with an independent agent like us is the best option if you need more specialised solutions. We realise that speed and service are of the essence, as if your wheels aren’t turning… you’re not earning! We have the knowledge and expertise to make sure you are covered in the event of any type of accident or incident. We are always here for you; whether you want to purchase a policy today or you are just asking questions, our team will make sure you get the service you need. We may be last alphabetically, but we are first in customer service and satisfaction.