

fidelius.



Protection Adviser
Support

Insert job title here

Function Advice Solutions

Reports to Advice Solutions Manager

Line Reports None

Purpose of Role The Life Insurance Application Support will carry out the administrative functions of the IFA firm by managing life insurance applications from submission to policy issuance. This role involves gathering and verifying necessary information, liaising with clients and insurers, and ensuring applications are processed efficiently. The specialist will also become a subject matter expert on insurance products to support internal staff.

Key responsibilities

1. Application Management

- Submit life insurance applications to insurers, ensuring all required information is complete and accurate.

2. Client Interaction

- Communicate with clients via phone and email to gather necessary information and provide updates on application status. Confidently discuss medical terminology and handle private and confidential information with sensitivity and professionalism.

3. Underwriting Coordination

- Liaise with insurers and medical professionals to expedite the underwriting process and address any issues or delays.

4. Policy Tracking

- Monitor the progress of applications and follow up regularly to ensure timely policy issuance.

5. Product Expertise

- Liaise with product providers, underwriters and medical professional for fast completion of a required product solution.
- Develop and maintain a deep understanding of life insurance products, including personal life insurance, income protection, Business Protection, and other insurance offerings.
- Keep up to date with changes in the protection market, including regulatory requirements, industry trends and competitor activity.
- Building and maintaining relationships with insurance providers.

6. Internal Support

- Provide guidance and support to Financial Planners, Paraplanners, and other team members regarding insurance products and application processes.

7. Panel Development

- Assist in creating and maintaining a panel of insurance products that meet customer duty expectations.

8. Compliance

- Ensure all interactions and processes comply with industry regulations and company policies.

Knowledge, Skills and Competencies

- Full time role based in Bath.
- Hybrid working after initial training period.

- Experience of using iO (Intelligent Office) and quoting systems including UnderwriteMe and Iress Exchange.
- Experience of building strong stakeholder relationships with clients.
- Experience of working in a regulated environment ensuring sales activity is compliant with regulatory requirements and company policies.
- Experience and understanding of insurance applications, medical terminology and industry practices.
- Experience in the protection market within life insurance, critical illness and income protection (*desirable*).
- CII and/or PFS qualifications (*desirable*).

Our Ways of Working

Accountable

- Takes ownership and accountability for their actions and tasks.
- Steps outside of comfort zone to learn and develop.
- Organised and efficient, manages their own time effectively and prioritises to maximise productivity.
- Keeps promises and delivers what they say they will.

Collaborative

- Is inclusive, respectful and supportive of others.
- Listens and takes on-board the views of others.
- Communicates in a timely and effective manner for the best outcomes.
- Shares knowledge and experiences to improve results.

Inquisitive

- Seeks opportunities to create efficiency and improve ways of working.
- Appropriately challenges ways of working.
- Willing to understand different ways of working in different teams.
- Confidently and constructively questions processes.

Transparent

- Honest and trustworthy, treating everyone with respect.
- Straightforward with communication.
- Clear and concise with others at all times.

Aware

- Is aware of the impact of their own actions, styles and behaviours on others.
- Gives support, praise and feedback to others in a constructive manner and receives feedback or challenge graciously and with an open mind.
- Reflects on feedback received to develop themselves.

Adaptable

- Embraces and positively endorses change, finding ways to support the situation.
- Demonstrates flexibility where priorities or deliverables need to change and takes responsibility for continuous review.
- Adopts a flexible approach to projects, tasks and others.

Determined

- Has a can-do attitude.
- Takes responsibility for their own development.
- Copes effectively under pressure.
- Delivers on promises, expectations, roles and responsibilities



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