

Client Hub Executive Job Description

About us

Pantaenius UK Limited is part of the larger international Pantaenius Group, having 2 UK offices in Plymouth and Southampton. Pantaenius has been arranging yacht insurance for over 50 years offering tailor made insurance solutions to over 100,000 clients. This role will be based in our waterfront Plymouth offices overlooking Plymouth Sound.

1. Take incoming phone calls for insurance quotations and support of quotations.

- Obtain sufficient information from the caller to identify their requirements and provide a quotation for insurance which fulfils their requirements, using the company's enquiry forms, computer system and individual questioning techniques.
- Provide the caller with adequate information about Pantaenius and the available insurances.
- Answer the caller's insurance related questions, explaining cover and exclusions, and provide professional advice within the scope of own knowledge.

2. Prepare written quotations for yacht and superyacht business using the company's computer systems, check and obtain authorisation for (if necessary), and issue quotations in accordance with company procedures and personal authority limits, as set out in personal authority statement.

3. Handle emailed/written/website generated requests for quotations to the same standards and procedures as telephone quotations.

4. Follow-up quotations, providing additional information and answering questions as necessary.

5. Attend boat shows both within the UK and internationally and be able to work in other group offices, as may reasonably be required to meet the needs of the business.

6. Check and process new business applications, ensuring compliance with all conditions of the quotation, and issue documentation and invoices.

7. Create and maintain electronic client files in accordance with company procedures.

8. Assist existing clients with mid-term adjustments, queries, policy updates and amendments for all of the company's product lines.

9. Assist with renewal amendments, processing and issuance as required.

10. Develop prospects with new third party introducers (agents/brokers/dealers/associations/yacht clubs), create opportunities for increasing business and maintain relationships with existing business to business partners.

11. Knowledge/experience of boats/yachts and the ability to read and assess surveys as part of the risk assessment process, provide comment and advise the client as necessary would be an advantage but is not essential.

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12. Experience in handling or placing insurance would be a significant advantage.

13. Participate in the Company's in-house claims handling service out of office hours for approximately 3-4 weeks a year. This service is an emergency claims handling function for clients who require immediate assistance outside of normal working hours.

14. Personal Development

a. A minimum industry qualification of Cert CII is within 12 months of commencement of employment. This will be supported by the Company.

b. Participate in 'in-house' and external training courses as required.

c. Develop a CPD program and identify and participate in CPD activities, including regular scanning of industry and yachting press.

If you have applied for this position in the last 6 months we will consider your CV with the new applications. There is no need to reapply. Thankyou.

Job Types: Full-time, Permanent

Pay: From £25,000 per year depending on experience and qualifications.

Additional pay:

- Loyalty bonus

Benefits:

- Company events
- Company pension
- Free parking
- Health & wellbeing programme
- On-site parking

Schedule:

- Monday to Friday 9am to 5pm (35 hours per week)

Language:

- English (required)

Work authorisation:

- United Kingdom (required)

Work Location: In person

July 2025

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