

# A-LEVEL PROGRAM

## 2021



# COURSE OVERVIEW

Working at Romero's is a fantastic opportunity work within the Financial Services sector and to learn and have a very fulfilling and successful career at one of the top independent insurance brokers within the UK.

Our commitment to you will always be 100% from day one and we promise to ensure you become the best version of yourself on completion of our 5 year program.

We are a family, and as such we always look out for one another. Culturally we want our people to collaborate, innovate and support one another. Our culture underpinned by our 5-company core values:

**CLICK ON ONE OF OUR CORE VALUES TO FIND OUT MORE ABOUT WHAT THEY MEAN TO US.**



# WHAT YOU'LL BE DOING

You will be assigned a specific role at the beginning of the program and you can ensure you will be adding value to the business by getting involved in day to day tasks quickly through effective on the job training.

Career progression is paramount to our culture and if you demonstrate the right aptitude the sky is the limit in terms of where your career at Romero's may take you.

There are two routes you could take when you join us, depending on your unique skills and how you progress within Romero.

Below are the two specialties, and you can read more about them on the following pages...

**Broker**

**Claims Handler**





# ROUTE 1: BROKER

As one of our Brokers you will be working as part of a dynamic integrated team working alongside our Corporate Accounts Executives, Broking Managers and Claims teams. We believe in delivering exceptional customer service therefore its vital that you are fully engaged with the business and customers you handle. We want and expect you to treat your work as if this is your own business.

Being a Broker means you will need to learn and develop strong technical abilities with our customers at the heart of everything you do.

## **Our expectations are that you will;**

- Provide exceptional customer service at all times.
- Collaborate with internal departments and senior colleagues to problem solve for our clients utilising your growing technical knowledge
- Build and maintain effective and productive relationships with key insurance contacts and clients
- Have the ability to negotiate and present risks in a favourable manner in order to get the best cover and price for our customers

## **The Broker handling role is ideal for someone who:**

- Has good communication skills
- Enjoys discussion and negotiation with the ability to develop (working) relationships with a range of different personality types
- Has a good Attention to detail
- Has a lively and enthusiastic approach
- Has good organisational skills
- Has the ability to work under pressure and deliver against deadlines
- Has keen interest in developing their knowledge to fully understand how the insurance market works
- Has the tenacity to cross sell and upsell to existing insurance programmes



# ROUTE 2: CLAIMS HANDLER



As part of our claims team you will be at the very heart of what makes us stand out from the competition and will represent the very fabric of why our customers have taken out their insurance program with us. This is the time where we as a company truly demonstrate our value and worth. Working alongside our Corporate Accounts Executives, Broking Managers and Brokers you will be the voice of the business when it comes to helping our customers get the best outcome from any claims they may have to make against their insurance programmes.

Being a claims handler means you will need the ability to assimilate complex claims information and build a case as to why insurers should be paying out in full for our clients.

## **Our expectations are that you will:**

- Provide exceptional customer service at all times
- Collaborate with internal departments and senior colleagues to problem-solve for our clients, utilising your growing technical knowledge

- Build and maintain effective and productive relationships with key insurance contacts and clients
- Have the ability to negotiate and present risks in a favourable manner in order to get the best claims solutions for our customers

## **The claims handling role is ideal for someone who:**

- Has good communication skills
- Enjoys discussion and negotiation
- Has a lively and enthusiastic approach
- Enjoys digging into problems to find imaginative and well-reasoned solutions
- Demonstrates good empathy skills
- Is confident and willing to express their arguments even in the face of contrary opinions
- Has good organisational skills
- Has an interest in developing their legal knowledge through the use and interpretation of case law and legislation





# WHO WE ARE

We're a chartered, independent insurance broker, offering innovative solutions to protect, support and reassure you. Bringing certainty in an uncertain world, we're dedicated to giving you all the cover you need, and none you don't.

It's our philosophy that no two businesses are the same, therefore their insurance products shouldn't be. Lots of brokers will give you off-the-shelf products making an easy life for them. But what about you?

We're dedicated to making sure you have cover that is unique to you. We'll explore any potential risks you may be exposed to, and make sure that you're protected against them.

Whatever sector you work in, whatever cover you need, we've got the experience and skill to keep you safe. And with the benefit of being truly independent, we can go to the entire market to make sure we're getting the very best cover at the very best price for you.



# WHY JOIN US

## Well... why not?!

We are a great place to work (just ask our people) and you will part of a fantastic working environment. As well as being developed via our group training manager you will also have the support of assigned mentors and other willing people within our business with a wealth of technical knowledge.

You will have access to our ongoing ever evolving wellbeing programme as well as a pension, paid holiday starting at 23 days (you get bank holidays on top). In addition you will have access to the UK Healthcare Cashplan scheme, free parking, and coming soon the flexibility to buy and sell holidays.

Oh, and did I mention our legendary annual summer barbecue and our super extravagant black tie Christmas Party at Rudding Hall next year!





# WHO WE'RE LOOKING FOR

We are looking for graduates and A-Level students. The following skills and attributes are the real key to making sure you'll fit in and thrive here at Romero...



**EXCELLENT COMMUNICATION SKILLS  
(VERBAL & WRITTEN)**



**ABILITY TO ASSIMILATE  
COMPLEX INFORMATION**



**ABILITY TO WORK AS A TEAM  
& SUPPORT YOUR COLLEAGUES**







**Graduates begin their training immediately with our group training manager and we will take you through the following;**

From your first day, you will receive commercial exposure and participate in a structured training and development programme to provide you with a comprehensive introduction to the world of risk and insurance broking.

Over the course of three years, the programme, which focuses on enhancing professional skills, will ensure you are given the time, support and encouragement to you becoming professionally accredited by completing the Advanced Diploma in Insurance (ACII).

Online multiple choice exams and assignments form the basis of the insurance qualification pathway which you will undertake on a modular basis throughout the 3 year programme covering areas such as:

- Insurance – Legal & Regulatory environment
- Commercial Insurance Business – the different types of insurance
- Insurance Underwriting Process
- Insurance Law
- Insurance business and finance

Our In-house training resource – The Romero Academy – will ensure learning and development takes place using a wide range of styles including:

- Face to Face classroom based training
- E-learning
- Webinars and podcasts
- Attendance at conferences and industry events

You will also get the opportunity to accompany our experienced Account Executives and Surveyors on client visits.

All this together with self managed learning means there will never be a dull moment and all the time you will be contributing to the success of Romero by your daily 'hands on' work.

The classroom based training is delivered by our Group Training Manager who has 40 years experience in the insurance broking profession having undertaken a wide variety of roles all of which, like you, started as a result of a Training Programme like this !





# YOUR REMUNERATION

We know you're going to work hard, so we want to reward you.

As part of our graduate training programme, you'll receive a generous starting salary, and salary increases as you progress through your training. This is as follows:

<b>Starting salary:</b>	£17,000pa
<b>Salary boost 1:</b>	+£500pa after passing your 'Cert' approx 6 months from joining (total salary = £17,500pa)
<b>Salary boost 2:</b>	+£1,000 after completing 12 months service (total salary = £18,500pa)
<b>Salary boost 3:</b>	+£1,500 after passing your DIP (total salary £20,000)
<b>Salary boost 4:</b>	+£5,000 after passing your ACII (total salary £25,000)
<b>Completion bonus:</b>	£2,500 one off graduation bonus



TO FIND OUT MORE ABOUT OUR GRADUATE PROGRAM,  
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