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**Assistant Group Manager Candidate Briefing Pack**

**Assessment Process**

* Application submission of CV and cover letter (closing date 31st May 2024)
* Psychometric Testing anticipated w/c 3rd June 2024
* Stage 1 interview anticipated w/c 17th June 2024
* Stage 2 Sales presentation and competency based interview anticipated w/c 1st July 2024

**Note to candidate**- your CV and cover letter must reflect the requirements set out under the personal specification as these will be used as a shortlisting matrix

On your submission, please indicate clearly which location you are applying for- candidates may apply for more than one position.

Assistant Group Manager

Ballyclare/East Antrim Agency (Ballyclare)- This will also require dual working from Larne NFUM/UFU office

Your CV and Covering letter should be sent FAO: Pauline Rogan [progan@ufuhq.com](mailto:progan@ufuhq.com) or posted to 475 Antrim Road, Belfast, BT15 3DA clearly indicating which position/office you are applying for.

You must complete the Equal Opportunities Monitoring form which is found on our website [www.ufuni.org](http://www.ufuni.org) This should be sent as a separate e-mail to [progan@ufuni.org](mailto:progan@ufuni.org)

**Please note late submissions will not be accepted**



**JOB TITLE:-** UFU Asst Group Manager

**REPORTS TO:-** UFU Membership Director

**PURPOSE & SCOPE**

* To promote the benefits and profile of the UFU
* To retain existing membership of the Ulster Farmers' Union
* To recruit new members of the Ulster Farmers' Union

**FUNCTIONAL RESPONSIBILITIES**

* To maintain a good knowledge of the work of the Ulster Farmers' Union and attend all training provided by the Ulster Farmers' Union.
* To signpost members queries with the assistance of the UFU Technical Officer Team and the UFU Policy Team .
* To achieve annual membership and income targets set by the Ulster Farmers' Union.
* To identify non members and seek to recruit them into membership of the Ulster Farmers' Union.
* To promote the activities of the Ulster Farmers' Union and the Group through the local press.
* To complete daily activity sheets and attend appraisals as requested by the Ulster Farmers' Union.
* To arrange and support Ulster Farmers Union Group meetings and social events.
* To encourage members to participate in Union activities and competitions.
* To co-operate fully with the Ulster Farmers' Union Membership Director and other staff of the Ulster Farmers' Union.

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**NFU MUTUAL**

**AGENCY RESPONSIBILITIES:** Agent

**REPORT TO:** Sales Development Manager

**PURPOSE & SCOPE:**

* To sell NFU Mutual Insurance and introduce Financial Services to clients.
* To retain existing business by providing a prompt and efficient local service.
* To enhance the image of the NFU Mutual.
* **FUNCTIONAL RESPONSIBILITIES**
* Plan, lead, delegate and deliver strategically aligned sales and marketing activities to

achieve growth, profitability and product targets and develop local market place potential.

* Plan, recruit and train a team capable of resourcing the delivery of quality advice, customer service and sales targets; and providing continuous coverage for the office.
* Build and maintain effective relationships with field sales teams, Regional Service Centre teams and external Farming Unions to establish NFUM as an effective and profitable provider of insurance services to its target customers.
* Lead, manage, motivate and develop direct reports so that they know what is expected, are able to maximise their contribution to business objectives and realise their potential.
* Manage, maintain, monitor and report on the requirements and standards of our regulators and NFUM, ensuring protection of the interests of the customer and taking action as required.
* Lead, coordinate and monitor an effective and efficient agency to meet the requirements of policy servicing and account processing, including underwriting, claims (delegated claims),premium collection, credit control, money laundering, to required business standards and targets.
* Monitor, review, and report on Life customer contacts, claims and complaints handling to ensure alignment with NFUM standards and objectives and take appropriate action to maximise customer retention and satisfaction.
* Contribute to the piloting and/or introduction of new initiatives, processes and systems to established requirements, timescales and quality

**PERSONAL SPECIFICATION FOR AN ASSISTANT GROUP MANAGER**

**Essential**

1. 5 GCSE’s at grade C or above. Possess a **third level** qualification in agriculture / business related subjectOR **3 years** relevant sales experience.
2. Relevant Sales Environment Experience (agricultural or financial related) and keen to develop a career in sales
3. Excellent interpersonal and communication skills with ability to establish rapport and develop relationships with farmers and clients.
4. Good team person.
5. Ambitious, self-motivated person with good organisational skills and desire to play a positive role in building a successful business.
6. Good knowledge of the insurance industry and the unique position of the NFU Mutual.
7. Good understanding of current agricultural issues and a sound working knowledge of practical farming.
8. Good knowledge and understanding of the role of the UFU.
9. Possess a good working knowledge of computers including windows applications
10. Able to undertake extensive travelling by car.

**Desirable**

1. A third level **Degree** in agriculture or business related subject.
2. Work experience in the insurance or financial service sector.
3. Involvement in Young Farmers Clubs of Ulster of other rural community Groups.
4. Flexible and enjoy working with people.
5. Experience of working with the media (newspapers, radio etc.) and an appreciation of the importance of good public relations.