

**We need people who are great
with people.**



Insurance Services

Applicant Information Pack

Account Handler



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Hello, it's you we're looking for.

We're Scouts and everyone's welcome here - all genders, races and backgrounds, as well as disabilities and those from the LGBTQ+ community. We give over 400,000 4–25-year-olds the skills they need for school, college, university, the job interview: the skills they need for life.

Right across the UK, we're helping young people gain skills for life and find their place in the world. We help them speak up, play their part and shine bright. Scouts is the place to be yourself and find yourself.

These are young people who are not afraid to stand up for what they believe in, to do the right thing and think of others before themselves.

At a time when communities sometimes feel divided, Scouts brings people together. We're building stronger communities and contributing to a stronger society. All this is made possible by the generosity of our adult volunteers.

Now's a challenging time for us all, but Scouts has never been more important - giving young people purpose, hope, and a place to belong. With the launch of Squirrels for 4–6-year-olds, and opening more units in even more areas of deprivation, we're making more of a difference than ever.

Visit the Scouts online [here](#) for more on our values and [#SkillsforLife](#) strategy.



Carl Hankinson, UK Chief Volunteer



Aidan Jones, Chief Executive

'At a time when communities sometimes feel divided, Scouts brings people together. We're building stronger communities and contributing to a stronger society.'

Carl Hankinson, UK Chief Volunteer



Chief Scout, Dwayne Fields, Polar Explorer & TV Presenter (second from left) with celebrity chef Levi Roots (third from left) with our Scouts at 10 Downing Street, London UK

You'll be helping change young people's lives. But what else is there for you?

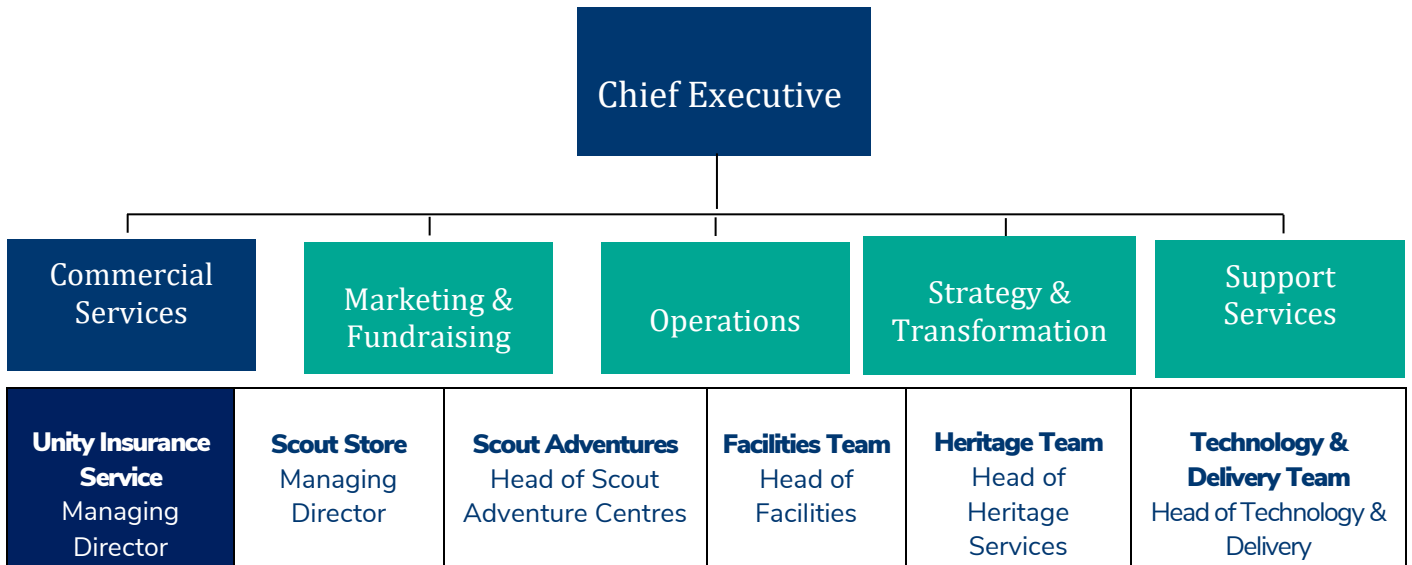
- Work in a way that suits you, your role and your department
- Be proud to say you're part of a team with [Investors in People \(Gold\)](#)
- Plenty of opportunity for learning and development
- 28 days holiday a year, plus bank holidays rising to 32 days after two years (we don't insist you go camping)
- Four extra days to look after your family when they need you
- Three extra days over Christmas (that's our gift to you)
- When you're at the office, you'll be surrounded by 100 acres of beautiful woodland (that means lovely lunchtime walks)
- Be part of a team that believes having fun's important too, with team days, charity days and our new interactive Scout-themed collaboration hub (think tents!) creating a great informal environment for meeting and working

Want to know more?

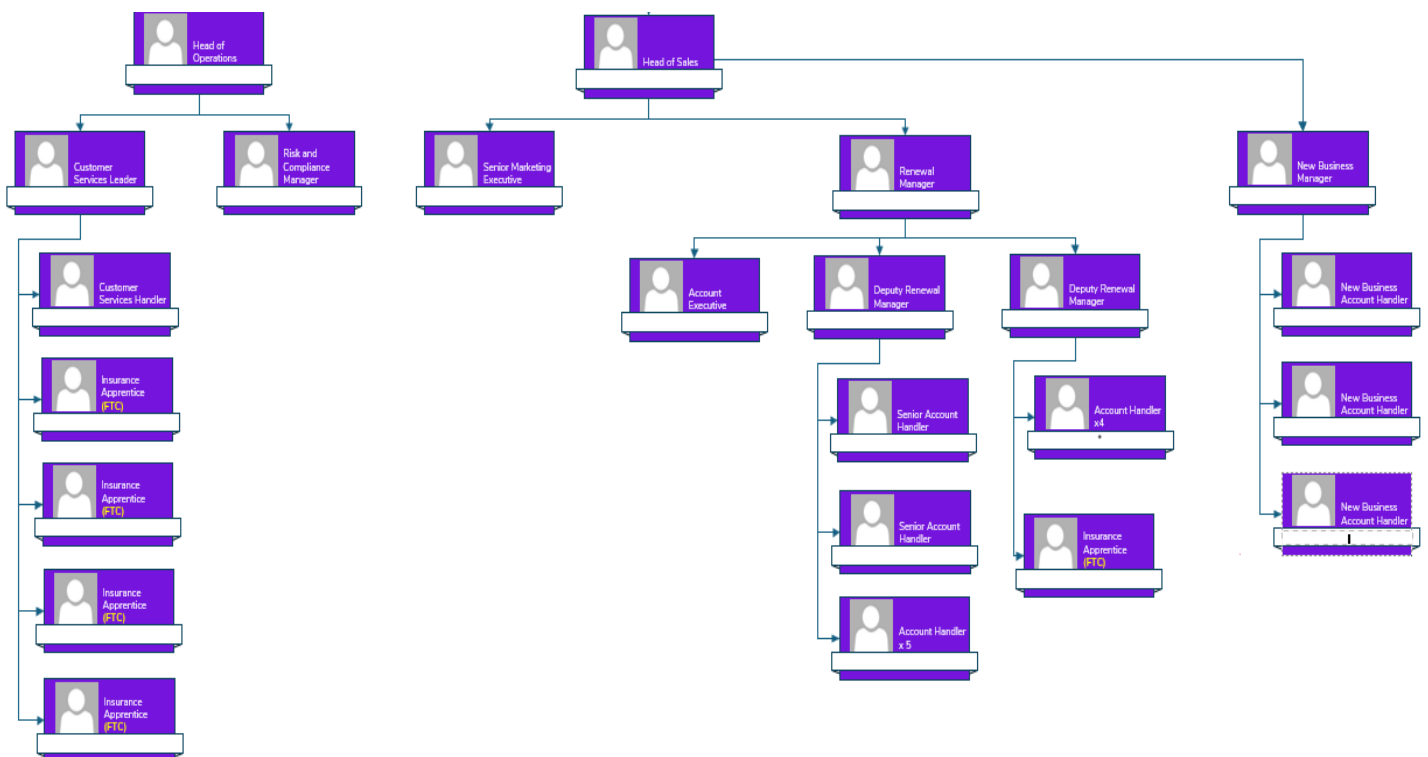
Check out our [benefits page](#)

How we're structured

Our UK headquarters is based at Gilwell Park, Chingford, London, and is divided into five directorates:



Unity Insurance Team Structure



We're the Unity Team.

We're doing well, but you can help us do better.

At Unity, our team culture is the heart of our success. We thrive in an environment that celebrates diversity, collaboration, and innovation. What's truly great about working with us is the sense of unity (pun intended) that binds us together.

The best part of this job is the opportunity to make a real difference in people's lives. As an insurance broker with Unity, your key accountabilities will revolve around providing clients with peace of mind, offering tailored insurance solutions, and building lasting relationships, with the unique proposition that all our work helps Scouts prepare young people with skills for life.

Our team stands out not just for the work we do but for the way we do it. We have a collaborative and structured approach, balanced with a relaxed atmosphere.

Joining our team also means access to incredible opportunities for personal and professional development. Whether you're starting your career or looking to lead projects, Unity provides a platform for growth. You'll be empowered to shape the future of our business, contribute fresh ideas, and make a meaningful impact on our clients' lives.

Join Unity Insurance, and you'll discover a team that's passionate about helping others, a job that challenges and fulfills you, and a community that supports your professional journey. Together, we're reshaping the insurance landscape, and we invite you to be part of this exciting journey.

Philip Johnson
Managing Director
Unity Insurance Services



About the role

Responsible to:	Renewals Manager
Department:	Unity Insurance Services
Base Location:	Lancing, West Sussex
Term:	Permanent
Salary:	£29,604 per annum, Band C, Level 3 ,plus a MS
Hours:	35 hours per week
Internal Relationships:	Director of Commercial Services, MD, senior managers and other Unity colleagues.
External Relationships:	People and organisations from the Scouting, Guiding and charity sectors. Suppliers and service providers, insurers, loss adjusters, surveyors and the general public.
DBS:	Basic

What's expected?

Act as a prime contact point for Unity's portfolio of clients comprising of individual Scout and Guide groups or other external small charity clients for their insurance requirements. Ensure efficient administration and management of their policies and the overall client relationships through excellent customer service. Additionally encourage them to purchase any additional insurance needs from Unity to meet the company's business objectives. Work on various new business campaigns to cross sell and up sell to existing clients. Responsible for achieving revenue targets for both retention and growth of existing business as well as incoming new business.

Key accountabilities

- Offer information, guidance and quotes to existing clients in respect of their insurance needs.
- Cross sell and up sell relevant products to existing clients.
- Offer information, guidance and quotes to prospects in respect of their insurance needs and converting these to clients.
- Achieve targets set in respect of existing client revenue retention, new business growth and lead generation and other key performance indicators.
- Administration of policies in line with the objectives of accuracy, speed and completeness, deal with all policy and client queries and achieve prompt and appropriate solutions.
- Collection of premiums income in line with Unity policies.
- Work as an effective member of Unity staff.
- Comply with all business and office procedures and FCA rules.
- Pro-actively review all insurance procedures in use and suggest continual improvements as part of Treating Customers Fairly initiatives.
- Processing and handling of claims for clients.
- Where authority is given under a delegated authority exercise due care in binding cover on behalf of insurers and stay within authority levels.
- Where authority is given under a delegated authority exercise due care in the issue of documents evidencing cover bound.
- Assist the Liability & Insurance Advisor with client indemnity agreements and provide advice on liability cover where appropriate.

About you

Skills and abilities

- Sales, influencing and negotiation skills to achieve targets and best outcomes for clients
- Good customer service skills
- Team player
- Good communication and interpersonal skills
- Ability to work to targets
- Good organisation skills
- Ability to work to deadlines and/or under pressure

Knowledge, experience and qualifications

- Experience of youth charities and their insurance needs
- Experience of working in the commercial insurance industry
- Computer literate and experience of using insurance systems
- Knowledge and experience of FCA Compliance and TCF practices
- Must be able to demonstrate experience of insurance broking
- Must be able to advise on, sell and service all classes of commercial insurance products
- Professional insurance qualifications – Cert CII or Diploma in Insurance
- Positive attitude and ability to deal with difficult situations and customers
- Ability to develop solutions to customers insurance requirements

Personal qualities

- Good customer service skills
- Team player
- Good communication and interpersonal skills

Other essential Criteria

- Commitment to and understanding of equality and diversity issues within a diverse and multicultural environment.
- Routine business travel as and when required, which may include some overnight stay from time to time.

Equity, Diversity & Inclusion

The Scouts is an equal opportunities employer and we are committed to fostering an inclusive environment where everyone feels valued and empowered to contribute. We offer flexible working arrangements to support diverse needs and lifestyles, ensuring that our teams can thrive both professionally and personally. We welcome and encourage applicants from all walks of life, believing that varied perspectives strengthen our innovation and community. Your unique experiences and ideas are essential to our success, and we look forward to hearing from all voices.

How to apply

Before making an application, please make sure that you've read the [Recruitment and Selection Policy](#).

Please submit an application by **23:59 on Sunday, 27th September 2026**.

Scouts is an inclusive organisation, and we are committed to creating a recruitment process that is accessible to everyone. If you need support during the application process, please email recruitment@scouts.org.uk and we will endeavour to support your accessibility needs.

If you are shortlisted for an interview, we will ask you whether you require any adjustments or support to participate fully in the selection process.

To help us monitor the application of our [Equality, Diversity & Inclusion Policy](#), we'd be grateful if you'd also complete the Recruitment Monitoring questions on the Application Form.

Interviews will be held in person at Lancing week commencing Monday, 4th October 2026.

If you'd like to find out more to see if this role suits you, we'd be very happy to have an informal chat; please contact recruitment@scouts.org.uk to set up a call or virtual meeting.



