

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



**Applicant Information Pack**  
**Deputy Renewals Manager**



<b>Hello and welcome</b>	<b>3</b>
<b>What's in it for you?</b>	<b>4</b>
<b>How we're structured</b>	<b>5</b>
<b>The Unity Insurance Services Team</b>	<b>6-7</b>
<b>The role</b>	<b>8 - 11</b>
<b>How to apply</b>	<b>12</b>

# 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 Commissioner



Matt Hyde, 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 Commissioner**

---



Scout Ambassador, Dwayne Fields, Polar Explorer & TV Presenter (second from left) with celebrity chef Levy 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?

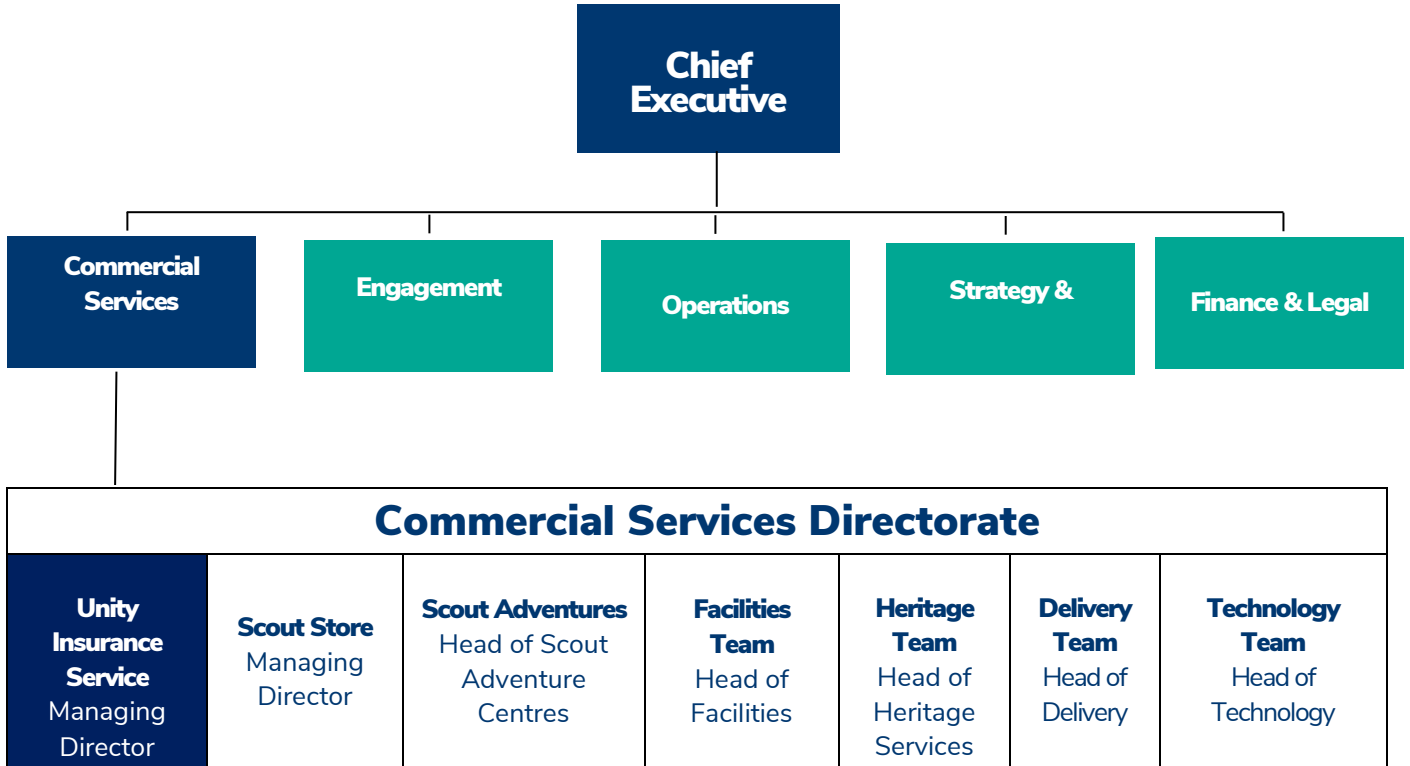
- Work in a way that suits you, your role and your department
- Be proud to say you're part of a team with [Investors in People \(Gold\)](#)
- Plenty of opportunity for learning and development
- 28 days holiday a year, plus bank holidays rising to 32 days after two years (and we don't insist you go 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 – this'll be opening soon

## Want to know more?

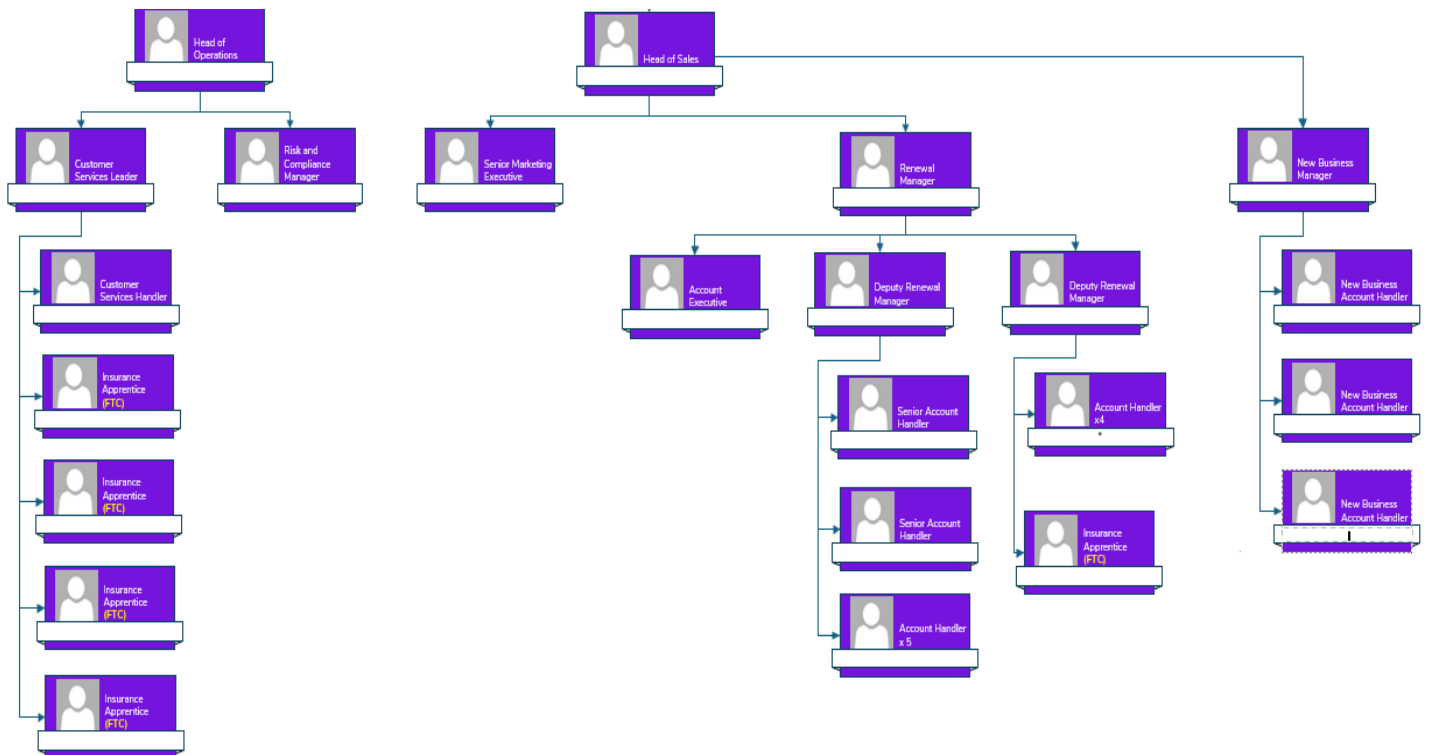
Check out our [benefits page](#)

# How we're structured

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



## Unity 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

<b>Responsible to:</b>	Renewals Manager
<b>Department:</b>	Commercial, Unity Insurance Services
<b>Base Location:</b>	Lancing, West Sussex
<b>Term:</b>	Permanent
<b>Salary:</b>	£38,000 per annum, Band F, Level 3- Plus a MS
<b>Hours:</b>	35 hours per week
<b>Internal Relationships:</b>	Director of Commercial, MD, senior managers, other Unity and HQ colleagues.
<b>External Relationships:</b>	People and organisations from the Scouting, Guiding and charity sectors. Suppliers and service providers, insurers and the general public.
<b>DBS:</b>	Basic

## Core Purpose

The job holder will ensure at all times the team provides a high quality, efficient and responsive service to customers, maintains consistency of service and manages resources to meet service levels, whilst meeting the unit's core annual income targets. You will ensure the team are working compliantly and following procedures, coaching, training and monitoring all aspects of their work on a day/day basis, meeting overall performance and be the first line of support for your team on all matters including complaints handling. Be responsible for the day/day management of the team which comprises of telephones based insurance account handlers.

Act as an Existing Business Team Leader to the Renewal Manager 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. Responsible for achieving revenue targets for both retention and growth of existing business.

# Key accountabilities

- Drive individual and team performance through coaching, performance management and motivation
- Deputy to the Renewal Manager, assisting the team to drive results
- Working with the Compliance and Internal Audit teams to ensure that agreed business procedures are complied with.
- Deputy to the Renewal Managers responsibilities by ensuring the team understand requirements and SLA's
- Act as a customer champion by monitoring standards of call performance and seeking feedback to enhance the customer journey
- Work with the management team on the placement strategy
- Ensure accuracy, efficiency and professionalism when dealing with both client and insurer and conducting related administration work:
  - New business
  - Renewals
  - Mid Term Adjustments
  - Claims
  - Queries
  - Premium financing arrangements
  - Cover note issuance
- Ensure all business activity fully complies with FCA regulation and company procedures as detailed in the Conduct Policies and Guides to Best Practice.
- Handle any complaints in accordance with regulation, the Company's Conduct Policy and Guide to Best Practice.
- Conduct learning, training and assessment exercises in accordance with the individual T&C scheme applicable to you. Identify further areas for own development as required.
- Achieve and maintain a high level of customer service and promote exceptional customer care standards at all times.
- Develop and maintain a professional working relationship with all clients and provide expert product advice and guidance
- Actively secure renewal business by re-broking existing business to ensure the client is presented with the most suitable and cost effective cover.
- Promote and increase the use of in house premium finance, from insurer schemes.
- Support the Account Executive with duties where required.

## Key Performance Indicators:

- Ensure all Key Performance Indicators are achieved and are attained compliantly with FCA regulation

## Compliance:

- Be aware of the contents of the company's Guides to Best Practice and ensure a full understanding of the following subjects, as a direct relation to the role. Ensure full compliance to the procedures contained within the Guides
  - Commercial business
  - Consumer business (if applicable)
  - Consumer Credit
  - Complaints
  - Contract Certainty

- Errors & Omissions
  - Training and Competence
  - Conflicts of Interest
  - Treating customers fairly
  - Whistle Blowing
  - Financial Crime
  - Data Security and General Data Protection Regulator
  - Record Keeping
- Ensure compliance to the company’s employment policies and procedures as contained within the Employee Handbook.
  - Ensure compliance with the Individual Conduct rules and Conduct policies.
  - Ensure all other company practices and procedures are followed and adhered to.
  - Where appropriate take responsibility for meeting the reporting requirements of the FCA
  - Where required ensure staff are adhering to FCA compliance. Perform regular file and sales audits.

**Treating Customers Fairly:**

- All employees are responsible for engaging with the senior management of the firm in ensuring that our customers are consistently treated fairly and for observing all of the firm’s TCF procedures.

**Professional development:**

- Conduct learning, training and assessment exercises in accordance with the individual T&C scheme applicable to you. Identify further areas for development as required.
- Attend supervision sessions, team and management meetings as appropriate.
- Attend in house training and external training courses as agreed.

**Insurer/Underwriters:**

- Develop and maintain effective and valuable relationships with insurers and underwriters for the benefit of the company and its clients.
- Comply with the administration requirement of any given insurer.
- Assimilate all company literature circulated by the firm or its agencies.

**Security:**

- Ensure personal data (client and employee) is secure, held and properly utilised in accordance with the principles of the Data Protection Act (2018) and Company policies.
- Work at all times within strict confidentiality guidelines and the principals of the Data Protection Act (2018) and Company policies.
- Report any potential breaches, including weaknesses in current systems

**Administration:**

- Prioritise all client communication and ensure it is actioned in a timely way and in accordance with company procedures.
- Maintain all computer and paper files in accordance with company standards (which should be fully compliant with FCA).

**General:**

- Ensure the Health and Safety manual is followed and the office is kept clear and presentable, clear of obstructions at all times, ensuring that all deliveries, parcels, post and messages are given to the appropriate person promptly.
- Undertake any other reasonable duties as directed by your line manager.

# About you

## Skills and abilities

- Must be able to advise on, sell and service all classes of commercial insurance products
- Passionate about training and developing people in your team
- Positive attitude and ability to deal with difficult situations and customers
- Ability to develop solutions for customers insurance requirements
- Sales, influencing and negotiation skills to achieve targets and best outcomes for customers
- Excellent customer service skills
- Good communication and interpersonal skills
- Planning and organisation skills
- Ability to work to deadlines and under pressure
- Excellent verbal and written communication skills
- Ability to make timely decisions and exercise sound judgment in critical situations
- Ability to be flexible, dynamic and adaptable to change

## 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
- Professional insurance qualifications – Cert CII or Diploma in Insurance

## Personal qualities

- An excellent role model who promotes high standards of integrity, and commands trust and confidence from others
- An effective team player who is assertive, energetic, determined, robust and sufficiently resilient to cope with the demands of the role
- Takes personal responsibility for actions and decisions and takes initiative to make things happen
- Sets the standard and clearly demonstrates by personal example behaviours required of team members

# 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 via [our jobs page](#) by **11:59pm on Monday 15<sup>th</sup> June 2026**.

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.

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](mailto: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.

**Interviews will be held in person at Lancing on Tuesday 30<sup>th</sup> June 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](mailto:recruitment@scouts.org.uk) to set up a call or virtual meeting.

