We need people who are great with people.

Unity Insurance Services

Applicant Information Pack

New Business Account Handler
Unity Insurance Services

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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.

We were voted Charity of the Year in 2022 and we are accredited with Investors in People Gold Standard.

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.’

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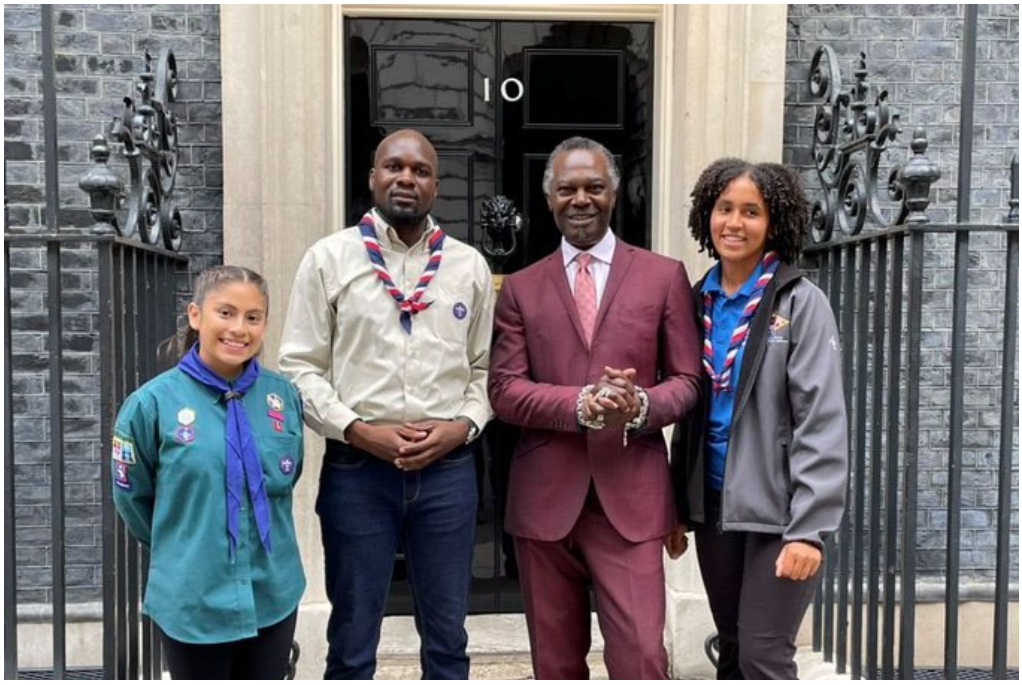


Chief Scout, Dwayne Fields, Polar Explorer & TV Presenter (second from left) with celebrity chef Levi Roots (third from left) with our Scouts at 10 Downing Street, London UK

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

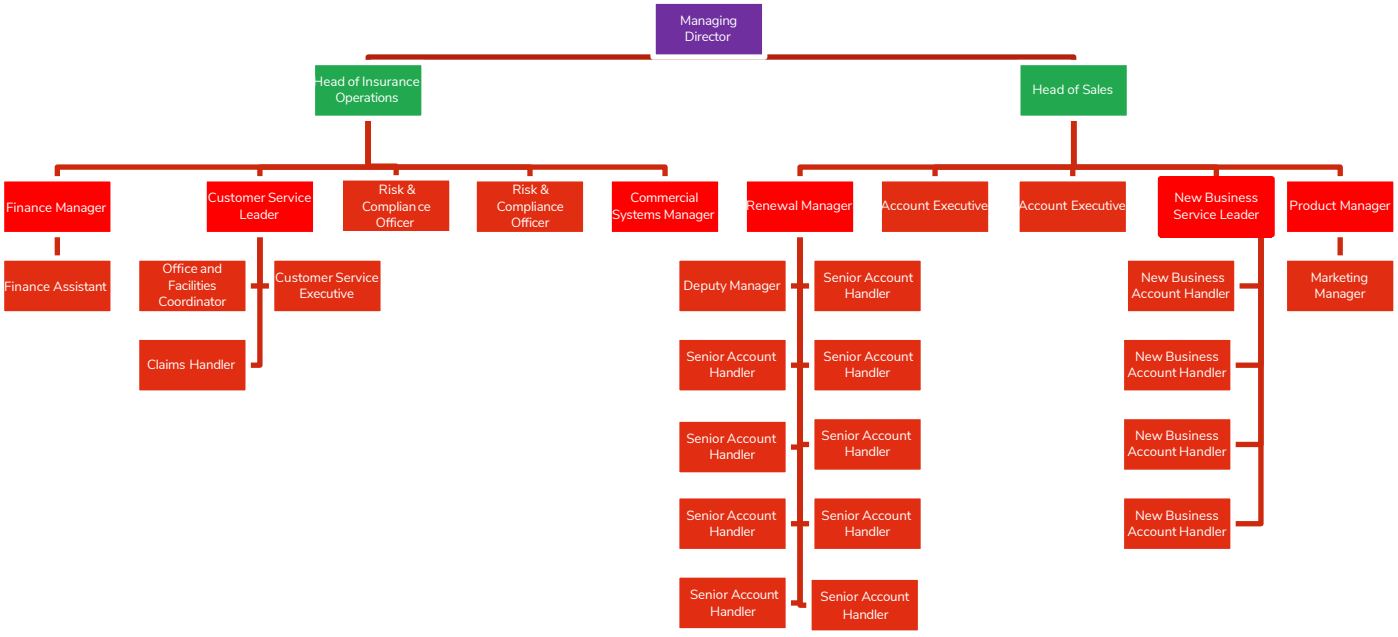
- Work in a way that suits you, your role and your department.
- Be proud to say you're part of a team with Investors in People (Gold)
- Plenty of opportunity for learning and development
- 28 days holiday a year, plus bank holidays rising to 32 days after two years (and we don't insist you go camping)
- 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 Gilwell office, you'll be surrounded by 100 acres of beautiful woodland. If you're based in Lancing, you can enjoy the beautiful coastline and its scenery (that means lovely lunchtime walks)
- Be part of a team that believes having fun's important too, with team days, charity days and communal lunches.

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 four directorates:



We are 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

New Business Account Handler The Role

Responsible to:	New Business Manager
Department:	Unity Insurance Services, Commercial Directorate
Base Location:	Lancing/Hybrid
Term:	Permanent
Role supports hybrid working:	Yes – click here for further details
Salary:	£28,818 per annum (Inc of MS), Band C. Level 3
Hours:	35 Hours per week
Line Management Responsibility:	N/A
Budgetary responsibility:	N/A
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

The above list is provided for guidance only and is not an exhaustive list of all the contacts with whom the postholder may be required to liaise.

Core Purpose

The New Business Account Handler is a telephone-based insurance business development role, focused 100% on acquiring new business, to help accelerate sales growth in our core charity markets.
Your role will therefore be to act as a New Business contact for Unity's portfolio of prospects and clients, comprising of small/medium sized charities up to a premium level of £5000 for their insurance requirements.
You will be:

- Delivering good outcomes to your client ensuring they have the right information to make an informed choice.
- Provide a high quality, 'right first time' approach to service resulting in high levels of client satisfaction and business acquisition.
- Work on various new business campaigns to target new prospects and to cross sell and up sell to existing clients.
- Achieve revenue targets for both new and existing business as well as lead generation targets in accordance with company procedures and regulatory requirements.
- Provide a seamless end to end service to clients ensuring efficient administration and management of

new policies and the overall client relationships through excellent service.

Key Tasks

New Business Generation

- Achieve targets set in respect of new business growth and lead generation and other key performance indicators.
- Lead generation on various new business campaigns.
- Offer information, guidance and quotes to prospects in respect of their insurance needs and converting these to clients.
- Complete the key task of "fact finding" to identify clients' requirements and to provide a quotation to fulfil their needs.
- Use the information gathered, to determine which insurers will provide the most competitive rates for the covers required.
- Obtain quotations, using quotation systems, rating guides or by referring to insurers.
- Communicate quotations, advising the most appropriate in terms of price and cover to meet the prospect's needs.
- Discuss any "additional" covers to ensure that all insurance requirements are satisfied.
- If the quote is accepted verbally, issue written confirmation, providing full details of cover, enclosing proposal(s) for completion and other documentation required to comply with FCA regulation.
- Scrutinise new business documents received from insurers making sure they are accurate before issuing to clients.
- Issue invoices and policy documents and update client records.
- Support the new business team in its administration.
- Chase and receive payments by cheque, credit card and direct debit.
- Cross sell and up sell products to existing clients.
- Offer information, guidance and quotes to existing clients in respect of their insurance needs.
- Respond quickly and effectively to client requests relating to their insurance requirements.
- Develop a positive relationship with clients and show them where they can obtain better value on other insurances they hold.
- Other duties and responsibilities as may be needed to aid business development.

Client Service

- Provide additional advice to clients as required on risk related matters.
- Provide back up to existing client business as and when required.
- Pro-actively review all insurance procedures in use and suggest continual improvements as part of Treating Customers Fairly and Consumer Duty initiatives.
- Occasional attendance at customer events as needed.

The Person

Skills & Abilities

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

Knowledge & Experience

- An understanding of youth charities and their insurance needs
- An understanding of commercial insurance industry
- Computer literate
- Professional insurance qualifications – Cert CII or Diploma in Insurance (or a commitment to achieve this)
- Positive attitude and ability to deal with difficult situations and customers.
- Ability to develop solutions and provide specific advice.

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 stays 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 via our jobs page by 23.59pm **28th 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 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 between 30th June and 10th July 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.

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