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Featuring expert advice from industry professionals and the Chartered Insurance Institute, this guide will take you through the basics and beyond of the insurance profession. From the different areas of work to salary trends and interview and application advice to first-hand reports from recent interns, graduates and senior employees in the industry. As well as detailed information on the best Chartered Insurance Institute professional qualifications that can help you reach your full potential. Once you have taken everything in, you can use the **Employer Directory** to help you find your future employer, before applying for jobs featured on www.insurancecareers.co.uk. Good luck!

'Insurance...It is a global, complex, multi-trillion dollar sector that supports innovation as well as delivers enormous social value'

George Tsounias, Relationship Manager - Education Engagement,
Chartered Insurance Institute

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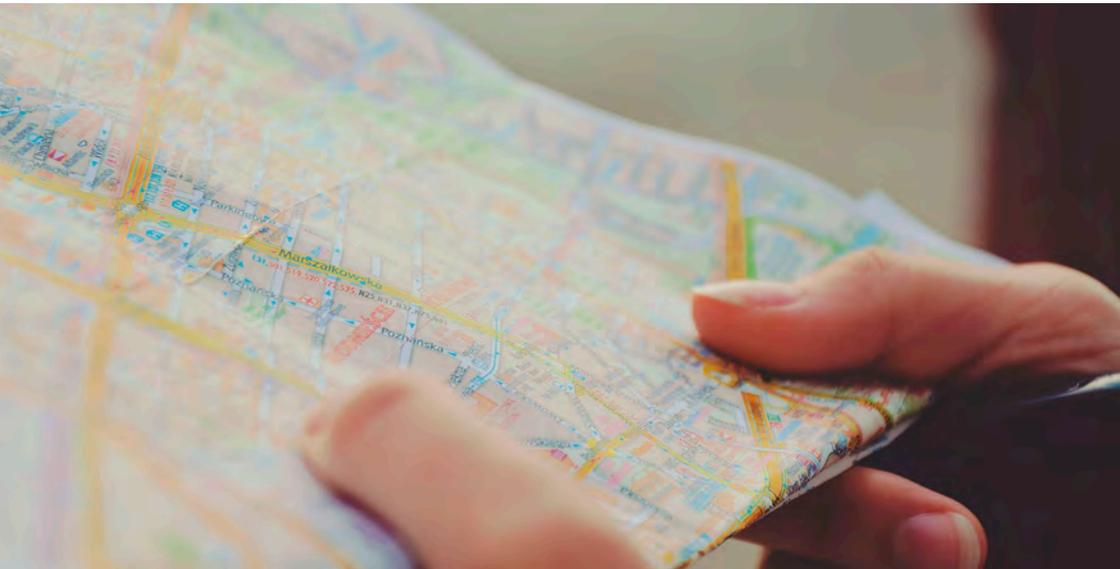
A comprehensive directory of the UK's Leading Undergraduate and Postgraduate Insurance course providers. Page 53 to 55.

City, University of London
Glasgow Caledonian University
University of Limerick
University of the West of England

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Aon	Legal & General
AXA	Willis Towers Watson
Canada Life	Zurich



INTRODUCTION FROM THE CHARTERED INSURANCE INSTITUTE

Read a newspaper, website or social media and you'll see that the world is a risky place; it always has been and always will be, which is why insurance is such a valuable product. Insurance doesn't just transfer risk away from you to an insurance company, it also restores you to the position you were in before an event damages you or your belongings.



2020 was a seismic change in how we all live due to the impact of the Covid 19 pandemic. It has been a time of severe disruption for the UK, and indeed the world, and has brought much financial difficulty for many. Insurance plays a part in the recovery from what disruption creates for individuals, families, business, and society.

In the eyes of consumers, insurance is something that has been related to cars, holidays, houses, and pets. There is also a huge business-to-business insurance sector that passes unnoticed by most people which plays a crucial role in helping the world's businesses to exist and thrive, particularly in the unprecedented times we have recently experienced.

Here are examples of how insurance makes a difference in ways that you may not have considered: Insurance professionals have shared with us how they have been helping their clients reduce the amount they pay in premiums where, due to the impact of coronavirus, there has been a reduction in risk, but where cover is still needed, for example the recently widely reported reduction in the cost of motor insurance or the extensions added to some travel policies.

Cyber-crime in recent years has become the crime of choice for those who don't want to get their hands dirty. It's nearly invisible and evokes a less visceral reaction than a physical assault. It also costs the global economy more than \$500 billion a year – with that number set to increase. Many insurance companies now have special cyber risk teams who can write policies to protect clients and reduce the risk of a breach taking place, and which can also deal with the reputational damage caused by a loss of data. The increasing use of drones will power the largest growth in aviation insurance in 50 years according to experts. While drones have the potential to significantly enhance a range of

activities, it is imperative that manufacturers, operators, and regulators work together to ensure that they are used responsibly and safely.

Climate change is wreaking havoc with an increasing number of countries and to a more devastating extent than before. This is not just about catastrophic events such as droughts, floods, earthquakes, it relates to hurricanes too. Casting our minds back to the 2019/2020, Australian Bush fires. The fire season, one of the worst on record for the country, burned more than 13 million acres. As of January 2020, around 740 million Australian dollars had been reported as insurance losses as a result of the bushfires*.

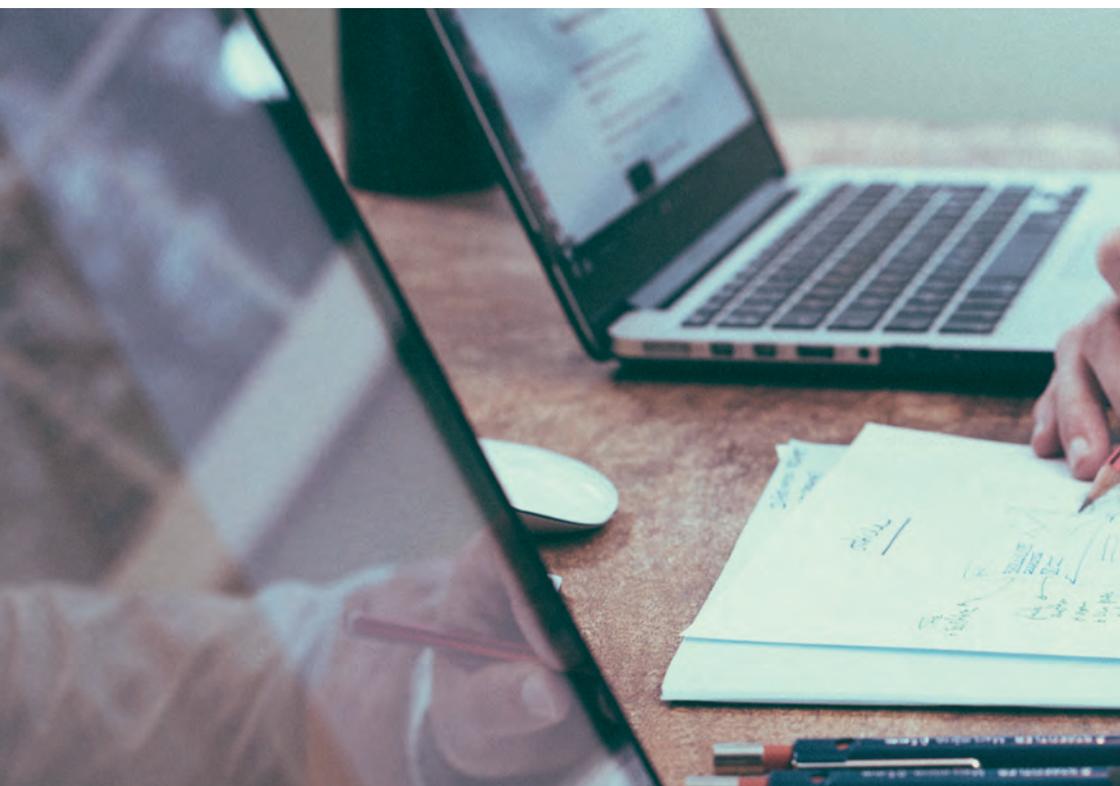
If special risks are more your thing, then how about alien abduction insurance? Thirty thousand policies can't be wrong...or maybe you want to insure your amazing guitar playing fingers? No problem. Anything can be insured, and London is the global heart of these special risks.

So, insurance is not necessarily what you think it is. If you want to know more, the Chartered Insurance Institute is a good place to start – it's the world's largest professional body for the insurance sector. Our internationally recognised professional qualifications and free membership make it easy for UK-based university students in full-time education to build their knowledge and networks. ●

*<https://www.statista.com/statistics/1098529/australia-insurance-losses-from-natural-disasters/>



Sian Fisher is the CEO of the Chartered Insurance Institute.



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WHAT IS INSURANCE?

Insurance is a service that helps people and businesses in times of need. It is a global, complex, multi-trillion dollar sector that supports innovation as well as delivers enormous social value. It's sometimes a legal requirement too – but how does it actually work?

Risk is all around us and comes in many forms. It could be your car getting damaged, or your phone being stolen. For a celebrity, it could be a career-ending injury, or reputational damage. For a business, it could be a cyber attack or exposure to a terrorist incident. When something goes wrong, most people don't have the money to pay for major repairs themselves, or to settle costly medical bills. That's where insurance comes in. It removes financial uncertainty by shifting the risk and consequences of a possible loss to the insurance company.

When companies develop new products, there is an element of risk in doing so. By having insurance policies in place, these businesses can continue to innovate, knowing that product failures in the design phase will not cause serious financial damage.

The insurance you know about

PERSONAL INSURANCE

Insurers cover you and your property at a fraction of its value by pooling risk. They group together large numbers of people who all face a similar risk then collect a small amount of money from all of them – the premium. If any of those people need to make a claim, there is a pot of money to help them. There are always more people paying in than claiming so insurance companies can offer relatively low prices to everyone who pays into the pool, while everyone in the pool knows they are covered if they ever need help.

Not everyone will pay the same for their insurance. A driver in their 50s with over 30 years' safe driving experience is a lower risk than a young person who has just passed their test. This is reflected in the cost of premiums. It's only fair that those most likely to make a claim pay the most into the pot. In this way insurers can decide a fair price for people based on their individual circumstances. If you're looking to reduce your car insurance

premium, take a look at telematics – a black box which records your (hopefully safe) driving habits.

COMMERCIAL INSURANCE

Commercial insurance lets business owners run their company after unexpected events like natural disasters or cyber attacks. Policies allow businesspeople to protect property, equipment, stock, employees and the general public, who might suffer injury or damage as a result of commercial activities.

There are various types of commercial insurance including:

- **Public, employers' and product liability insurance** – pays compensation when someone or something has been held liable for an adverse event such as an industrial injury.
- **Professional indemnity insurance** – to protect against claims of negligence in business, for example doctors, lawyers or other professionals.
- **Business interruption** – to enable commercial enterprises to protect their income when they are unable to trade, perhaps due to arson or a major weather event.

Emerging risks mean that policies are regularly changing. Recent developments have included protection for companies against the effects of global climate change, terrorist attacks and pandemics, such as Coronavirus.

The insurance you don't know about

SPECIAL RISKS – THE LONDON MARKET

Special risks exist in the London insurance market and, more specifically, the Lloyd's of London marketplace. These are the policies that are a world away from standard personal or commercial ones. For example, a singer can insure their vocal chords or a guitar player can insure their fingers – in other



words, the part of their body which helps them earn money. These policies will pay out millions of pounds depending on the lost earning potential.

At the extreme end of special risks are the policies taken out by tens of thousands of people against kidnap or abduction, whether by militants in a dangerous part of the world, or by aliens.

Special risks can emerge from any part of the world but tend to come to London due to the high levels of expertise and experience of the unusual.

Technical roles in insurance

It's worth remembering that the sector has a huge range of jobs, many of which you can find in every sector – HR, marketing, sales and so on. There are some essential technical roles particular to insurance, more of which below:

UNDERWRITING

Underwriting is the process of assessing a client to determine whether or not their risks are worth covering, and at what cost and terms. Underwriters work in insurance companies and often negotiate terms with a broker.

BROKING

A broker is an intermediary who searches the insurance market on behalf of a client to find the best policy at the best terms. The broker also offers risk management services for clients to help them mitigate risks.

If face-to-face, the broker will negotiate with the underwriter.

CLAIMS

The claims team is the first port of call for a customer when something goes wrong. Due to the contract-focused nature of claims, it is a role that law graduates take to quickly, but it is open to anyone with good client skills and excellent attention to detail.

LOSS ADJUSTING

Loss adjusters visit the scene of an event, be it a flood zone or a burnt-out warehouse. Their role is to work with the authorities and clients to understand the situation, where responsibility lies and to arrange for client compensation where possible. Flexibility is the key for this role, as loss adjusters react to situations that can occur anywhere in the country or beyond.

REINSURANCE

Reinsurance companies take on part of the risk that insurers assume from their clients. They can do this by sharing the losses among several carriers in the event of a claim. For this service, the reinsurer is paid a share of the insurance premium in accordance with its level of participation in the risks.

Because of the scale involved, reinsurance companies need to be skilled at looking into the future, to identify new types of risks early.

Want to know more about the technical roles?

Want to understand more about the social value of insurance? Email discover@cii.co.uk and as a Discover member we'll put you in touch with our sector professionals. ●

WHY WORK IN INSURANCE?

Do you want to be involved in the key issues facing the world today: climate change, cyber crime, political risk, the increasing use of drones? Insurance understands and helps to manage all of these issues and so many more. We manage risks that range from driverless cars and smart houses to Crossrail and oil rigs, from rockets to sports people.

The big picture

Insurance has a global reach and not only underpins our own individual security but also enables big businesses to operate more freely. Let's put it another way – without insurance, you couldn't study at university or go on your summer holiday, you couldn't go out for dinner (or order in a pizza) or see your favourite band play live.

If you join the UK insurance profession, you are joining one of the most influential and important parts of the UK economy. The sector employs more than 400,000 people in the UK alone and the City of London is the heart of international insurance and reinsurance. Insurance contributes nearly £12 billion in taxes and has more than £1.7 trillion of invested assets.*

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Client-facing or back-office?

Insurance is not just a client-facing sector although there are many brokers, underwriters and loss adjusters helping to write business and deal with the impact of a major event on businesses face to face.

There are also many back-office roles in risk modelling, claims and business analysis, plus actuarial and data science, for those who prefer scrutinising data-driven situations and helping their client-facing colleagues to make the right decisions for the business.

One important point to keep in mind is that the role you do at the start of your career does not have to define the rest of it. For example, people may start in a claims role but then move to underwriting, or loss adjusting, or a business analyst or support role. In effect, it is easy to have several careers in the insurance sector.

Graduates from any degree discipline can work in the profession as you will learn the specialist skills on your graduate scheme and beyond. Companies are looking for people with the right set of skills, rather than a particular set of knowledge. That makes for a diverse and stimulating sector where zoologists, linguists and engineers can be team members.

Strong earnings potential

You are keen to be earning a good salary, not just at the beginning of your career but throughout it. Starting salaries on graduate schemes can be up to £30,000 per annum, depending on the company size and location. Once you have completed your professional qualifications and shone in your roles, you can aim to double your salary as well as have the tools to travel to other markets.

Those at the top of the insurance profession earn a six-figure salary. Some professionals will also have an entrepreneurial spirit and will establish their own specialist, insurtech businesses. For these people a seven-figure salary can be achievable; for others, the motivation is to offer clients social value.

Social value

Insurance is the part of the wider finance sector that offers tremendous social value. Look no further than the launch of Flood Re, the world's first not-for-profit reinsurance company which allows those living in flood-prone areas to gain access to insurance. Microinsurance

companies in the developing world have also given security to businesses where they never previously had it.

Beyond these examples, insurance has always been about risk transfer and supporting those in their time of need.

Professional qualifications

Your studies don't end at university. Like any profession, there is more work to do in order to become an insurance professional.

The majority of graduate schemes in the sector will include the CII Advanced Diploma in Insurance (ACII). This is a globally recognised professional qualification that demonstrates your technical capability to your clients and peers. It will take around three years to complete.

If you are graduating in a business, finance or law-related area, you are likely to be eligible for credits in to the CII qualifications framework. These credits may well shave six months off the time taken to get your CII Advanced Diploman in Insurance (ACII).

Global dimensions

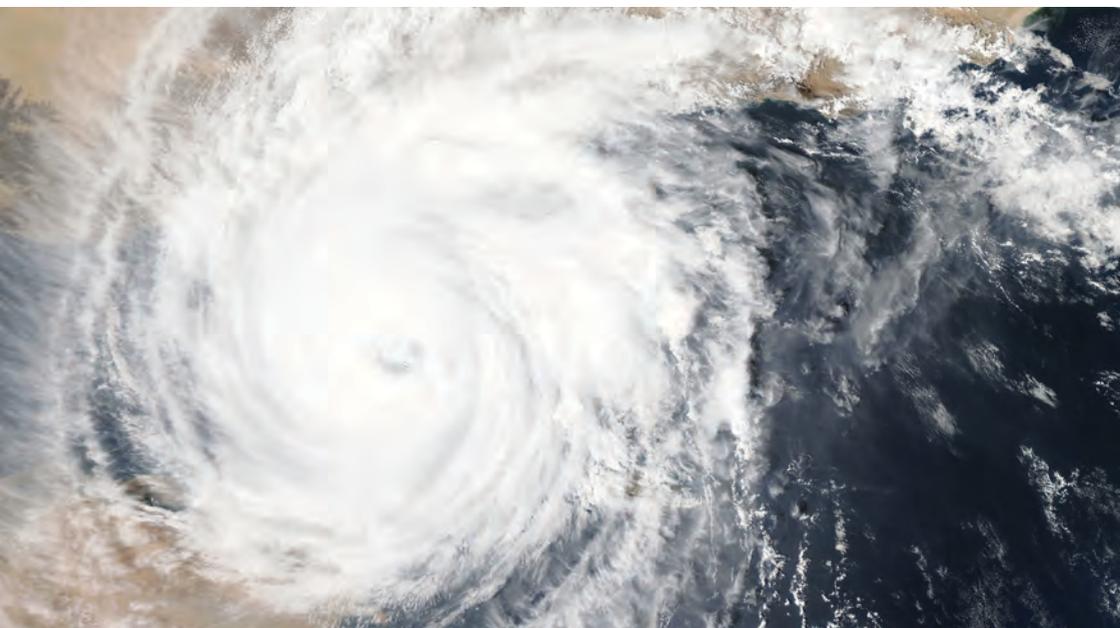
Looking for a role that gives you a route to international travel and relocating to another country? Look no further than insurance. There are many large companies in the insurance sector, with multiple global offices that are looking for highly-skilled, capable graduates. If you want to move from the UK to Australia, Asia, the Middle East, Europe, Africa or the Americas, insurance is full of opportunities to do just this.

Big or small?

Some of the biggest companies in the world are insurance companies. Within the top 100 of the global Fortune 500 you will find AXA, Allianz, Munich Re and many other insurance companies. Conversely, there are thousands of small to medium-sized enterprises (SMEs) across the UK. So there's something to suit everyone.

Insurance offers hard-working graduates a challenging, long-term career. It offers the opportunity to achieve valuable and globally-recognised professional qualifications and play an influential role in one of the UK's most significant professions. ●

*(Association of British Insurers, 2016)



ESSENTIAL SKILLS

Given the small number of degrees directly related to insurance, many employers are looking for strong transferable skills and commercial awareness over the specific subject studied. Insurance professionals come from a wide range of backgrounds, from ancient history to zoology, via business and finance.

What are insurance employers looking for from graduates?

Employers are looking for graduates who are committed and extremely professional in their attitude. Soft skills are exceptionally important and employers will look for new entrants who have good communication, negotiation, problem-solving and lateral thinking skills. When evaluating a client's claim or calculating the cost for a policy, insurance professionals must exercise comprehensive analytical skills too.

Customer service and client relationship skills are equally important, as are good numerate abilities. The insurance sector is always looking for bright graduates, with a logical, methodical approach and the potential to understand the vital elements of risk.

There are so many different classes of business and so many different types of jobs that graduates can be sure to find an area of interest.

A good understanding of the insurance sector is an advantage – this demonstrates a commitment to working in the industry, as well as a wider commercial awareness. The Chartered Insurance Institute's Discover membership scheme is a good place to start. There will be some roles that require an applicant to have an understanding of the technical knowledge required, but don't worry if you feel this is not something that you can offer – most employers are willing to support entrants through training and gaining professional qualifications.

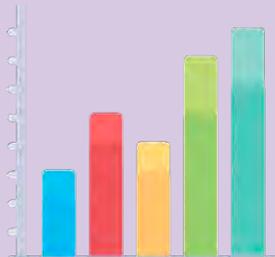
1. Communication & negotiation skills

In the insurance profession you will work with a wide range of people; from finance professionals to those with limited or no finance knowledge. Therefore, one of the most valuable skills you can possess and develop is the ability to adapt your communication style accordingly so that you can successfully explain complex, sometimes technical information to a variety of audiences. Recruiters will assess your communication style through your application and will be looking for evidence that you can correspond accurately and effectively with clear structure.



2. Problem solving & analytical abilities

Most employers will measure your problem-solving skills by analysing how you approach a case study or activities organised at assessment centres. Have examples prepared for any interviews which demonstrate your understanding of a challenge you've faced, how you prioritised and worked through the solution, if you sought help or approval and what the outcome of the situation was. It is helpful to explain your thought processes and show logical analysis when answering questions like this to give interviewers insight into how you think and what you might be like to work with.





3. Customer service & client relationships

Working in insurance you will need to understand the company's clients, their needs and how to make sure the company delivers on these needs as best they can. Having the ability to build and maintain professional relationships is essential for retaining business and will make you a valuable asset to any company. Recruiters will take into account how you interact with your assessors, other candidates at the assessment centre and the rapport you are able to build with your interviewers. If you have had experience that required you understood and dealt with the needs of others, use these as examples during interviews. You can draw on volunteering experience, part-time jobs, involvement in a university society or student union – anything that shows your ability to interact with others in a formal capacity.



4. Numerical ability

Although it is not necessary to have studied a numerical degree to work in the insurance sector, some numerical ability is essential for most roles. Numeracy skills mean being able to understand and work with numerical and graphical information, draw conclusions and effectively explain your findings.



5. Teamwork

Your ability to work as part of a team will be tested and evaluated during group exercises at the assessment centre. To make a positive, lasting impression, constructively contribute to discussions and activities while listening to your peers and encouraging them to do the same. Teamwork is all about being able to operate smoothly and efficiently within a group. Ask yourself - are you able to compromise? Do you have the ability to communicate clearly? Can you negotiate with, influence and advise your team?

It is important to remember that different employers are looking for different things; insurance is an extremely diverse sector and one size does not fit all. Before you apply, research the different companies, read their websites and speak to their representatives at careers fairs. Get a feel for the companies that are out there so that you can apply to the employer that's right for you. ●

CHOOSING THE RIGHT EMPLOYER

Although there are more start-ups on campus these days, most students we come across are very keen to join the biggest company that they can find. As a strategy, it is not the worst but does not give the full picture. Let's start there, though, to show what insurance can offer.

Largest companies

The leading graduate employers in the insurance profession are as follows:

- Allianz
- Aon
- AXA
- Lloyd's of London
- Marsh

Quality not quantity

AXA is a very, very large company with more than 160,000 people working for it around the world. Yet it does not offer a similarly huge number of graduate places. There are usually around 12 positions on its scheme – compared to the Big Four, that is miniscule. Imagine being one of that small number of people though – a customised programme designed to progress you to be the best you can be in a global business. You have tremendous visibility across the organisation – that visibility simply cannot happen when there is an intake of 100, let alone 1000 a year.

The sector companies that tend to recruit the largest number of graduates each year are Allianz and Aon (not within the Global Fortune 500 but the world's largest of its type – (re)insurance broker, consultant and risk management company). Few sector companies hire more than 50 graduates a year – our sector's approach is focused on quality not quantity.

Rather than thinking about the size of company you want to work for, take time to reflect on the experience that you want. The best graduate schemes will have excellent buddying and mentoring support, sometimes with scope for reverse mentoring; a strong induction programme; support through all levels of professional qualifications; a

commitment to diversity and inclusion; and a meritocratic approach.

Small can be beautiful

There are many smaller businesses in our sector that are still multinational. These smaller companies are likely to offer fewer than 10 places to graduates each year but these opportunities are likely to offer you two things – excellent visibility in the business, and the chance to get involved in multiple business areas. Companies that have had a small but high-quality graduate intake in the past include Chaucer, Liberty Specialty Markets and Markel.

Never too soon to start researching

Hopefully you are reading this as a first year student. Your plan of action should involve building your knowledge and networks in your first year – if you can gain some sector experience or attend insight days and raise your profile, so much the better; your second/penultimate year is about securing an internship; and your final year is about getting a place on a graduate scheme.

Networking = informed choices

If you are looking to build your network to find out more about companies' internships and graduate schemes, a good way to do this is to become a Discover member of the CII. It won't cost you any money and will give you insight in to sector businesses, trends, testimonials and news; more importantly, it gives you access to people who are already doing the jobs that you want to do, as well as people who are involved in the recruitment process.

Who are you?

Before embarking on the graduate job search,

take some time to understand yourself. If you're a shy person, a role in broking is unlikely to be the right choice for you.

Similarly, if you are the life and soul of the party, working in a back-office function may not give you the stimulation that you seek. Once you've figured out your personality, understand what roles different sector companies offer. Don't forget those roles that you find in all companies – HR, marketing, IT, business development and so on.

Find the right shape for you

Not all graduate schemes are the same – some are rotational, giving you exposure and experience in a number of business units. Some are fixed on a particular business area or specialism from day one. It's up to you to decide what your preference is – a little sight of a few things, or plenty of one. There is no right answer, but do your research on the different schemes beforehand.

Non-graduate scheme jobs

There are many jobs out there that aren't badged as graduate schemes – they are often overlooked by students. Don't fall in to the

trap of getting tunnel vision about graduate schemes. These roles will support you through professional qualifications in much the same way as a graduate scheme.

London or beyond London?

Finally, have a think about your starting location. It's tempting to focus on London – it's the heart of global insurance and risk management – but don't forget there are opportunities around the country. For example:

- Birmingham
- Bristol
- Glasgow
- Leeds
- Manchester

For more careers advice visit:
www.insurancecareers.co.uk/search/employers

There are thousands of companies throughout the country so if find you don't really want to work in a big business, in a major city, you don't have to. ●



AREAS OF WORK

The insurance industry is a hugely varied one. From underwriting to insurance broking, read on to find out about the variety of roles available to you in this fascinating profession.



Underwriter

Underwriters issue insurance policies – they decide which policies an insurance company should offer to potential clients and calculate the premiums (the amount charged for insurance coverage). In order to do this, underwriters obtain detailed information from prospective policy holders and assess the risks, likelihood and potential cost of a claim.

ROUTES IN

Graduate training schemes for underwriters typically last around two years and are often followed by another two or three years' training in a specialist area of risk.

Degrees in business and management, mathematics, law or economics are an advantage, but it is possible to enter the profession from any discipline. Most training tends to be on the job, working alongside experienced colleagues and learning about different departments about accounting, claims and investment functions.

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Actuary

Actuaries calculate the probability of difference outcomes and their potential financial impact. They analyse data to help plan for the future and minimise risk.

While actuaries traditionally work in pensions, investment and consultancy, they also work in life and general insurance. Insurance can involve actuaries in:

- Calculating insurance premiums
- Advising on pension plans
- Managing financial assets and liabilities

ROUTES IN

An actuarial degree is not a requirement to enter the profession. However, it is necessary to have an A level or equivalent in maths, as well as a numerical degree such as maths, statistics, economics, science or engineering.

To become a professional actuary, you will need to pass the exams and qualify as a Fellow of the Institute and Faculty of Actuaries. Graduate training schemes are the usual way to enter the profession, which you apply for directly with insurance employers.

Actuarial employers provide on-the-job training as well as offering you a study package with study-days and sponsorship through your actuarial exams. For more information on the actuarial profession you can pick up our **Actuarial Careers Guide to the Actuarial Profession** or head to our sister website www.actuarialcareers.co.uk

Loss adjuster

Loss adjusters operate independently of insurance companies. Their aim is to mitigate loss and get businesses back up and running with the minimum amount of disruption. They look into the circumstances surrounding a claim – for example, establishing the cause of a fire – before negotiating a fair sum to replace the loss or repair the damage.

After checking the authenticity of the claim and negotiating an acceptable amount, loss adjusters will report the facts to the insurers and make recommendations for interim and final payments. They cannot commit the insurers to payment, or determine the actual amount they paid, but they are deemed to be fair and impartial. Most insurance companies maintain a panel of loss adjuster firms.

ROUTES IN

Some larger firms run structured training schemes to give you a broad-based introduction to the profession while smaller firms will hire on a case-by-case basis, often focusing on people with experience of the profession, particularly in claims management. Loss adjusters will expect you to spend your early months with the firm doing desk-based work, validating claims and liaising

with insurance companies and policyholders. This is essential grounding – the mechanics of the profession and claims work will prepare you for your first visits to claims scenes.

Claims manager

A claims manager receives, assesses and manages the claims made by policy holders on their insurance policy. They assess whether a claim is valid, whether it may be fraudulent (in 2018 there were 113,000 dishonest insurance claims valued at £1.3 billion, according to ABI research), then organise any required action, such as payment being made to the claimant. Claims managers may get involved in loss adjusting.

For more careers advice visit:
www.insurancecareers.co.uk/career-advice

ROUTES IN

Claims professionals can work directly for insurance companies, a dedicated claims management company or the claims team of an insurance broker. Some larger insurance companies include claims work as part of general graduate management training schemes.

Graduate recruits usually undergo two years of intense on-the-job training. This is generally structured and supported by formal training courses, often in-house, and is likely to be followed by a further two to three years' experience in underwriting risk and negotiating claims.

Insurance broker

Brokers work independently to arrange deals between clients and insurers. They advise clients on the most appropriate policies for them.

Personal insurance brokers generally deal directly with individual clients or companies and arrange policies for home, motor, travel or pet insurance, while commercial insurance brokers deal with more high-value insurance for areas such as marine, aviation, energy and finance sectors.

ROUTES IN

Numerically-related or business degrees can be an advantage, but aren't a requirement for entry to the profession. Training programmes vary considerably, with larger broking firms offering more opportunities for structured training programmes. These typically involve job rotations for experience of different areas of work, over a period of 18 months to two years.

There has been a growing emphasis in recent years on graduate-level recruitment and the development of graduate programmes that include CII professional qualifications. This provides a structured framework leading to Chartered Insurance Broker status. Many employers grant study time and provide help with tuition fees and the cost of learning materials.

Catastrophe modeller

Catastrophe modellers use complex IT models to estimate losses from natural hazards and terrorism in particular. They often work with underwriters in an insurance company to ensure that probable losses are kept within specified limits.

ROUTES IN

Unlike a majority of roles in insurance, those wanting to get into catastrophe modelling are likely to have a specific degree in geography, maths or statistics.

Given the niche nature of the work involved, there are very few wider, generic graduate schemes with a catastrophe modelling specialism. Most people who work in the area started either in direct entry role or have transferred from a role such as Underwriting Assistant.

Risk Manager

Risk managers help to assess potential risks and advise on how to avoid or reduce those risks. They can be involved in identifying risks. They can be involved in identifying, evaluating and reporting risks to various parties, including underwriters, loss adjusters and business heads to ensure they're aware of risks relevant to their function.

Risk managers ensure that effective frameworks are put in place to deal with risk and ensure compliance with legal requirements.

ROUTES IN

Degrees in risk management, economics, business, law, insurance or management can be helpful but no specific degree is required. It is possible to enter the profession as a trainee risk analyst at a brokerage, but risk management most often attracts mature entrants as those with commercial and/or insurance sector experience are preferred. Some companies ask for as much as five years of underwriting experience. ●



SALARIES & BENEFITS

The Global insurance industry continues to offer fast paced and well-rewarded career opportunities across wide ranging business functions in diverse and inclusive businesses. Here, Hays use the data from their **Salary & Recruiting Trends 2021 guide** to explain the current salaries and benefits in insurance.

Employer activity for the coming year remains strong

90% of insurance employers expect organisational activity levels to increase or stay the same over the coming year, slightly lower than the previous year (93%) but still showing a strong forecast for the next 12 months.

Optimism about the more long-term future, however, has taken a slight dip for employers, with 43% positive about the wider economic climate and the opportunities it might create within the next 2-5 years, compared to almost half (49%) stating this last year. Employee concern around the longerterm economic climate, meanwhile, has seen a significant increase, with over three quarters (77%) expressing concern about their opportunities in the next 2-5 years compared to just over half (55%) last year.

Skills shortages are top hiring challenge

Insurance employers have continued to be challenged by skills shortages this year, with 69% saying they have experienced them in some form. 59% have experienced challenges recruiting for permanent staff within the last year, higher than the UK average of 54%, and over a quarter (27%) have had difficulties hiring temporary

workers. 82% of employers plan to hire over the coming year, which is higher than the previous year's figure (72%). 64% plan to hire permanent professionals, which is also greater than the UK average (55%). A shortage of suitable applicants is seen as the top hiring challenge over the coming year (53%), with 40% also citing competition from employers as a concern.

Increase in remote working welcomed

Covid-19 has prompted an increase in remote working, which has largely been viewed as positive by insurance professionals. Over half (54%) believe it has had a beneficial impact, and over a third (36%) say that in a year's time they would prefer to be working mainly remotely, with some time spent in the office. 55% cite remote working as an important flexible working option when looking for a new role. Additional benefits that insurance professionals cited as being most important when looking for a new role include health insurance (51%), over 28 days of paid annual leave (46%) and pension provision above the legal minimum (43%). ●

The results reported here come from their Hays UK Salary & Recruiting Trends 2021 Guide.

EARNING POTENTIAL IN INSURANCE

Business Function	Entry Level*	Senior roles*	Career Potential*
Underwriting	£20,000	£163,000	£232,000
Claims	£36,500	£134,000	£179,000
Broking	£35,500	£152,000	£202,000
Risk and Compliance	£23,000	£78,500	£143,000
Audit	£36,500	£103,000	£133,000
Projects, Change and Operations	£35,000	£102,000	£202,000
Actuarial	£33,000	£234,000	£307,000

*Salaries based on jobs in London. Source: Hays UK Salary & Recruiting Trends 2021 Guide.

DIVERSITY & INCLUSIVITY IN INSURANCE

Let's face it, everyone needs insurance, be it car insurance, content or building home insurance, travel insurance and so many more. With the variety of insurance available, there is an insurance career for everyone too.

Technology is playing a pivotal role with how the insurance profession evolves for example, the impact on cyber, artificial intelligence and automation of claims processing and payments. Celebrities insure their 'talent' for example, Taylor Swift has reportedly insured her legs for \$40 million in case of injury that prevents her from working.

The insurance profession is an inclusive and diverse place welcoming anyone who has the aspiration to learn and develop their skills. Geography graduates can bring their skills to catastrophe modelling, law graduates can utilise their skills as an insurance lawyer or in the claims function when assessing high risk and non-typical claims. Engineers, sports scientists and fine art are another example where you can apply your learning to the varied roles in insurance.

Inclusion and Diversity

Chartered Insurance Institute, the professional body for insurance has its first female CEO. There are several employee resource groups and cross organisational networks providing a platform to attract, retain and work together as role models or ally's in each of our diverse communities. Insurance is embracing diversity and inclusion across the country.



LINK is the LGBT+ professional network that spans the insurance sector. If you would like to find out more, please visit www.lgbtinsurancenetwork.co.uk



iCAN brings together multicultural and international employee resource groups, D&I champions, and their allies across the insurance industry to increase employee engagement, address intersectionality, and influence positive change across the sector. If you would like to find out more, please visit www.i-can.me



GIN is the gender inclusion network that looks at ways to galvanise equality for all genders.

If you would like to find out more, please visit www.genderinclusionnetwork.co.uk
Insurance families network looks at how we can support people at work with eldercare and parental responsibilities.



ACIN is the network which looks to boost black and ethnic

representation in the insurance industry. It aims to make the insurance industry a more attractive destination for young professionals. If you would like to find out more, please visit www.theacin.co.uk

A varied, progressive career

It's easy to think that your first job might shape the rest of your career. Many people in the insurance profession enjoy a portfolio career, even in one organisation. For example, you may join a graduate scheme in the claims function. This could take you in several

directions – further in to claims; or loss adjusting; or compliance; or in to a linked field like underwriting; or in to project management; or marketing. The opportunities are many!

CII Step Forward

To find out more about the career paths in the profession, see real case studies and find career opportunities, please visit www.ciistepforward.co.uk or download our online guide to the roles in the sector. Careers in insurance can meet your wider expectations – so if you want to work in a Fortune 500 business, apply for the large companies like AXA, Allianz and Zurich. If you prefer to work in a small business, take a look at the thousands of local and regional brokers around the country.

Global opportunities

Do you yearn for a career that offers the opportunity for international travel? Many organisations have offices located around the world and a desire to retain and develop their staff. This could mean liaising with teams around the world using skype and instant messaging or it could translate into travelling to the international office.

The social value of insurance

There might be a perception that there is little or no social value to what insurance brings to our community and society. Insurance is about helping people and businesses mitigate against things going wrong and recover when things go wrong. Insurance is also an enabler. Without insurance, there would be no innovation. No insurance, no SpaceX. No insurance, no social media. No microinsurance, no way to grow a smallholding. The list really is endless. It feels good to be part of that profession.

Diverse and inclusive

There's never been a better time to be part of this profession, which touches and affects all of the important global issues – political risk, climate change, cyber crime and ageing populations. So whether you're an introvert or an extrovert, there is a role for you in this successful, global sector. ●

George Tsounias is the Relationship Manager - Education Engagement for the Chartered Insurance Institute





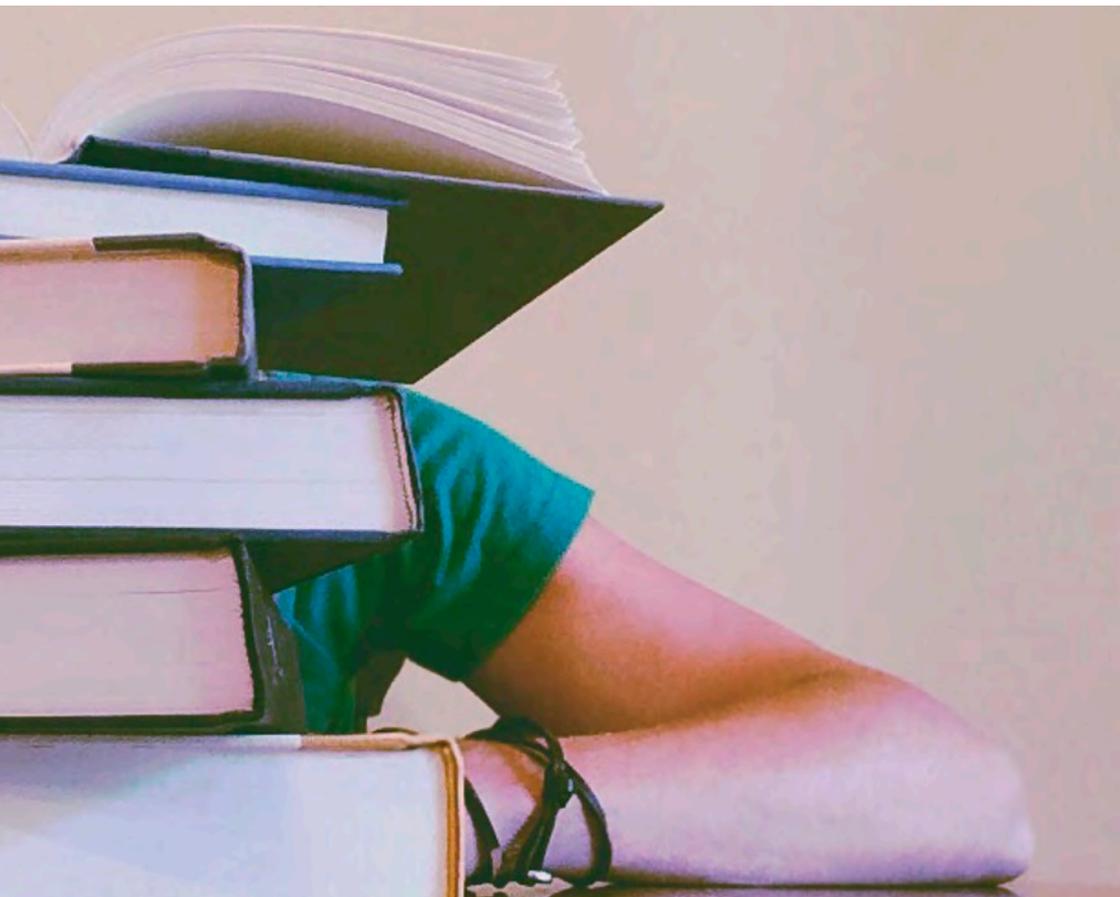
THE CII & QUALIFICATIONS

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ABOUT THE CHARTERED INSURANCE INSTITUTE (CII)

The CII is the world's largest professional body for insurance and financial planning. We currently have more than 125,000 members around the world who help customers secure their businesses and financial futures. We know just about all there is to know about our sectors – we've been around as a chartered body for more than 100 years.



Professional qualifications

We have two professional qualification frameworks – one for insurance and one for financial services. To practise in the insurance profession the pursued qualification is the Advanced Diploma in Insurance. Achievement of the qualification assures employers and the public that insurers are working to professional standards, thereby building public trust, for Financial services covering mortgage advice, paraplanning, and financial planning. The brand that we use for financial planning is the Personal Finance Society.

The key licence to practise qualification is the Diploma in Regulated Financial Planning - you need this if you want to deliver client-facing financial advice. Other qualifications are optional but look for the companies which offer professional qualifications within their graduate schemes.

Most graduate schemes in insurance have support towards the Advanced Diploma in Insurance (ACII) included in it. It will take you around three years to complete this globally-recognised qualification.

Most graduate schemes in insurance have support towards the Advanced Diploma in Insurance (ACII) included in it

There are fewer structured graduate schemes in financial planning companies but these will typically include support towards the Diploma in Regulated Financial Planning (Dip PFS) since this is the qualification you need to give client-facing advice.

Designations and CPD

Once you complete our professional qualifications you will be able to use designatory letters – the pinnacle of any profession is Chartered status, and this is open to those with five years' sector experience who hold the Advanced Diploma-level qualification.



Continuing Professional Development (CPD) is an important part of being a professional in any sector. You must undertake CPD every year in order to use your designatory letters. The CII runs hundreds of CPD events up and down the country, to ensure that our members maintain their knowledge – it's not just about passing exams.

Once you have completed our professional qualifications you will be able to use designatory letters - the pinnacle of any profession is Chartered status

Networking

Networking is one of the most important things you can do while at university. The CII has a free Discover membership scheme to help you build knowledge and networks. You can do this through our website and social media, as well as attending events at our local networks. There are more than 50 'local institutes' for insurance and 25 'regions' for financial planning across the UK, so you won't be far from sector professionals. Events are a

great way to build links and uncover informal work opportunities. Contact us to find out more about membership and a career in insurance or financial planning.

CII and your degree

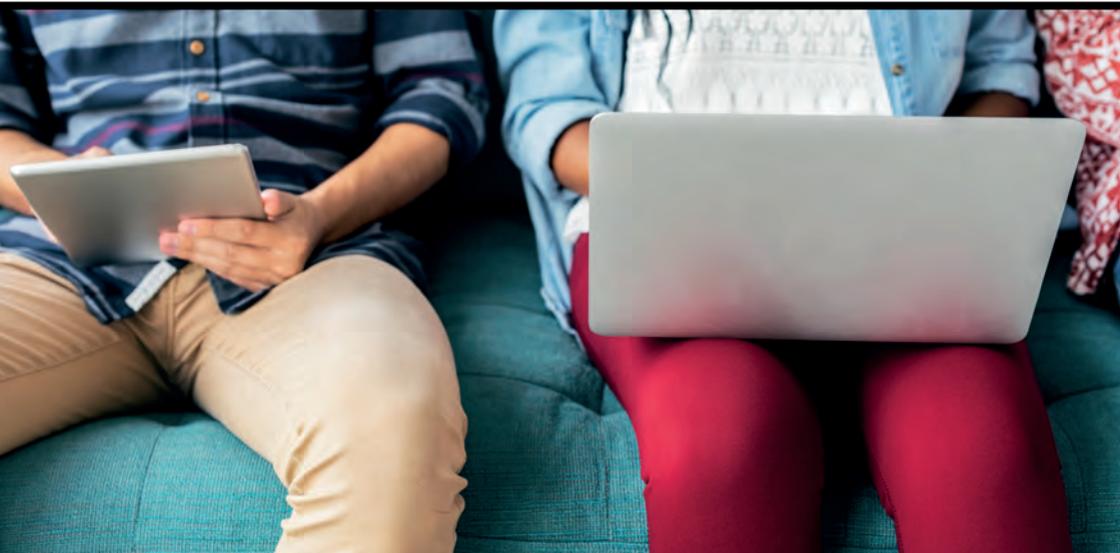
The CII works with universities across the country to promote our 'standard award'. This is a set of credits that you can claim if you are graduating in these subject areas:

- Accounting
- Actuarial Science
- Business
- Economics
- Finance
- Law
- Management
- Marketing
- Mathematics
- Statistics.

Once you (or your employer) claim these credits, it will shorten the time taken to complete our professional qualifications.

You do not need to have a business or finance degree to work in insurance or financial planning. Recruitment is usually based on soft skills, which means that most degree disciplines are represented in the sector. ●





**Be on top of your job search
with Insurance Careers**



CHARTERED INSURANCE INSTITUTE PROFESSIONAL QUALIFICATIONS

Our qualification frameworks (in insurance and financial planning) are internationally recognised and respected. It's one of the reasons we have 125,000 members globally. The insurance framework provides a clear pathway for a career in global insurance markets.

Award in London Market Insurance (ALMI)

An introductory, two-unit qualification for those working, or with an interest in working, in the London insurance market. This marketplace deals with a huge range of risks, from commercial property to alien abduction!

Certificate in London Market Insurance

This is the core qualification for those working in the London Market. It's the ideal next step for ALMI holders, with only one further unit in underwriting to complete. Qualification completion, and continuous professional development (CPD) allows use of designatory letters Cert CII (London Market).

Certificate in Insurance

Ideal for those with little or no prior sector knowledge, it contains one compulsory unit and other optional units on areas such as broking, claims and underwriting. Qualification completion, and continuous professional development (CPD), allows use of the designatory letters Cert CII.

Diploma in Insurance

This sits at the technician level of the framework. There are two compulsory units on insurance law and business, plus optional units on areas from risk management to aviation and space insurance. Qualification completion, and CPD, allows use of the designatory letters Dip CII.

Advanced Diploma in Insurance

The Advanced Diploma is the world's most recognised insurance qualification – think of it as a second passport. There are the same two compulsory units as the Diploma, with

a range of other units that cover advanced broking, claims, underwriting as well as risk management and insurance corporate management. Qualification completion, and CPD, allows use of the designatory letters ACII.

After these professional qualifications, you have other options:

- Certificate in London Market Specialisation
- Certificate in Insurance Market Specialisation

For more careers advice visit:
www.insurancecareers.co.uk/career-advice

Fellowship

This is for those who already hold the ACII and have at least four years' sector experience.

Chartered status

The CII offers pathways to Chartered status, which demonstrates the highest levels of professionalism and expertise. It is open to those who already hold the ACII and have at least five years' sector experience.

We offer the following designations:

- Chartered Insurance Broker
- Chartered Insurance Practitioner
- Chartered Insurance Risk Manager
- Chartered Insurer. ●

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AON

SUMMER INTERNSHIP

GEORGINA REES



UNIVERSITY OF SHEFFIELD
BUSINESS MANAGEMENT
LONDON

“ The most important thing I learnt from completing the internship was that it is crucial to enjoy the work and role that you do ”

Why did you choose to do an internship?

I decided to apply for internships as I wanted to gain as much experience as I could before I started applying for Graduate roles. I was aware of how competitive the Graduate Market is so wanted to get a head start with some valuable work experience to allow my CV to stand out against the thousands of CVs that employers will be receiving. I also thought it would be really beneficial to do an internship as I would be able to get a feel for an industry/role and then decide if it suited what I was looking to do long term.

How did it tie in with your overall career plans?

After researching different roles within the insurance market, I knew I had a keen interest in pursuing a career within Insurance. However, due to the variety of different roles that you can pursue, I wasn't sure which route I wanted to go down whether it be Broking, Underwriting, Claims etc. Upon completing an internship at Aon, I was able to gain exposure to different roles which helped me think about my long-term career plans. I was offered a graduate position after completing my internship which meant that I had a job lined up for when I had completed my degree so therefore it fit in perfectly to my overall career plans.

What was the application process like?

The application process was tough and there

were a number of different stages that I had to go through.

The first stage, like most applications, started with an online application. I personally think this is one of the most crucial stages in applying for roles as this is where the employer will give its first impressions on you and your CV and essentially either put you through to the next stage or reject your application.

I would really advise tailoring your CV to the specific role and company you are applying for

Although it is time consuming, I would really advise tailoring your CV to the specific role and company that you are applying for. The next stage involved a situational judgement test and a numerical reasoning test. I found the best way to tackle these were just practice, practice and more practice. The next stage was an online video interview, followed by an assessment centre and then lastly a final interview.

My advice to anyone applying for internships would be not to give up in applying if you

receive numerous rejections as eventually there will be a role and company suited to you and your skills.

What attracted you to your role?

I was attracted to my role as I really liked the idea of putting in to context some of the things I had learnt whilst at university in to a real-life context. Furthermore, I wanted to interact with a range of different people and completing this internship allowed me to do this on a daily basis, enabling me to start building up my network right from the start. From an early age, I knew I wanted to work in the City and due to the Insurance Market having a significant place and role in the City of London. I felt this was an exciting path to take.

What were your main duties?

I was given the opportunity to shadow a variety of brokers and claims technicians which enabled me to see the different sides to insurance. As well as working day-to-day in Claims & Client Services, I also completed a Corporate Social Responsibility project which involved interacting with different interns, clients and colleagues in different teams.

As a group, we were set the task of raising awareness of a community garden which exists to improve the physical and emotional well-being of those who live, work or study in Camden and surrounding areas. At the end of the internship, we presented our achievements to a large audience which was really useful in improving our presentation and communication skills.

What were the most important things you learnt from the internship?

The most important thing I learnt from

completing the internship was that it is crucial to enjoy the work and role that you do. Whilst completing my internship at Aon, I genuinely enjoyed the work I was set and interacting with different individuals. Before undertaking the internship at Aon, I had completed other internships and realised that I had not fully enjoyed the industry I was working in.

Furthermore, the internship allowed me to gain a brief overview of how the insurance market works, which has been really valuable for when starting my graduate role as I have an understanding of the basics.

For more internship profiles visit:
www.insurancecareers.co.uk/career-advice

Do you have any advice for someone seeking an internship?

My advice would be to keep on applying until you are offered an internship, ensuring that you take the time to complete the application to the best of your ability.

Furthermore, when you are completing your internship, make sure you ask as many questions as possible. It is great for you to not only learn but also great for employers to see that you are taking a real interest.

If when completing your internship, you have days when you don't have much work to do, don't be afraid to ask if anyone needs any help. However, more than anything, enjoy your internship and make the most of the opportunities you are given. ●

MARKEL INTERNATIONAL

SUMMER INTERNSHIP

SIMRIN GREWALL



NOTTINGHAM TRENT UNIVERSITY
BA HONS INTERNATIONAL BUSINESS
LONDON

“ When undertaking an internship it is important to always keep an open mind ”

“Insurance really is a ‘diamond in the rough’ amongst the likes of Banking and Law. It is the unknown and undiscovered market which provides a perfect balance of working and playing hard!”

I currently work full time at Markel following my recent completion of the 18-month graduate programme; however before this I was fortunate enough to secure a place on the summer internship programme. The below will explain in more detail how I found the internship and some hints and tips.

Why did you choose to do an internship?

I chose the internship because I was interested in insurance. Having family who work in the market, Markel was a firm that everyone recommended to me as having a good reputation. I felt that the Internship was the perfect length of time for me to get an understanding on how the market worked. It exceeded my expectations; I received ample support and was treated not as an intern, but as a part of the team.

Projects

The internship offered more than just underwriting experience, but also an 8-week real life project on how Markel can improve their Corporate Social Responsibility. The project allowed us to interact with senior members of staff, improve our presentation skills and teamwork. After a lot of research and consideration we compiled a detailed report on how the company can improve

their approach to CSR. Having to present this report to a group of senior staff was nerve wrecking; however it gave us confidence for future presentations.

How did it tie in with your overall career plans?

The internship was the perfect opportunity for me to get a feel of the industry. It also provided an insight of how my day-to-day job and career plans could be implemented.

During the internship it quickly became apparent to me that insurance was definitely what I wanted to do – no questions asked! The fact that every day was different, the risks were very much out of the scope to day-to-day exposures and the balance between work and social was perfect. Once the internship had finished, it made me excited to return to the market and start my career in the world of insurance... it could not have painted a better picture of what my future career was going to look like.

What was the application process like? Any advice?

The application process was fairly simple in comparison to other industries. The standardised format still remained (online application, testing then assessment centre), however, the difficulty and complexity was manageable. The overall process required us to show our true understanding and passion

for the London Market, and stretched our thinking beyond a simple recruitment process. This was done through a variety of testing techniques: group discussions, computer testing, interviews and presentations. My advice would be to always research the company well, understand their principal beliefs, practice competency interview style questions and be yourself!

What were the most important things you learnt from the internship?

The single most important thing I learnt from the internship was that I was capable of pursuing this career. Everyone I spoke to and worked for gave me the guidance and confidence to believe in myself. I also learnt how to adapt to the corporate world, both in terms of how business is placed and how to present myself. Furthermore, I was able to learn about the technical element of the job and how to navigate myself around the systems.

The combination of both soft and technical skills I developed during the internship put me in good stead for further development within insurance.

Do you have any advice for someone seeking an internship?

When undertaking an internship it is important to always keep an open mind, not every day will be the same and you'll always be learning new things. If at any point you don't understand anything, it is crucial that you ask as many questions as you can.

Use the internship as an 8-week lesson into insurance! Always be willing to help where need be and don't be afraid of hard work. Take your time learning the more technical element of the role, and if possible do some background reading on the subject just to add some more clarity.

I also think it is very important to enjoy the internship and have fun! There are plenty of opportunities to let your hair down and enjoy the social side of insurance.

**Use the internship as an
8-week lesson into insurance!
Always be willing to help where
need be and don't be afraid of
hard work.**

What skills did you acquire or improve during your internship?

Organisation is a key skill in insurance, there will be numerous policies and documents being processed at any one time, these documents are very important as they contain data and premium information; therefore it is crucial that your organisational skills are good.

Teamwork is also a key skill. The support of Underwriting Assistants and the knowledge from both Underwriters and Senior Underwriters work in tandem with one another to create a positive team atmosphere.

Being technical in your approach to numbers is always a bonus and while there are not any complex mathematics involved, if you can calculate percentages, work out ratios and you know how to use Excel, these important technical skills will be instrumental in helping you to progress.

And on a lighter note, being able to network effectively is also a fundamental skill for anyone looking to create business relationships. ●

THB GROUP

GRADUATE TRAINEE BROKER

ELLIOT SLAUGHTER



UNIVERSITY OF BATH
BSc SPORT & EXERCISE SCIENCE
LONDON

“ The insurance industry is all about building and maintaining relationships with people from a variety of backgrounds ”

Why did you choose a job in this profession?

I knew I wanted to work in The City but, having graduated with a Sport and Exercise Science degree and diverted from a career in teaching, I wasn't sure which profession to pursue. I hadn't even considered a career in insurance until after I graduated, partly because the London insurance market is a hidden gem that not many students and graduates know about. However, having done some research into the sector, it became apparent that it is a very diverse and sociable industry that offers excellent career prospects as well as the opportunity for continual development throughout your career.

Research contemporary issues surrounding the insurance industry and your prospective company

I was also attracted to this industry by the opportunity to travel. I have only been at THB Group for six months but I already have trips planned to Holland and to visit our parent company AmWINS in the USA. I like the fact that a career in insurance can be financially rewarding while, at the same time, helping me to maintain a good work-life balance relative to other financial sectors.

How did you get your job at THB Group? What was the application process like – any advice?

I got my job at THB Group on their Graduate Programme. Like most graduate schemes, the application process consisted of several stages that tested your soft skills and knowledge of the Company and insurance industry. The preliminary stages included an online application, a telephone interview and numerical/verbal reasoning tests. The final round was an assessment day which consisted of a written exercise, a group task, interviews and a presentation. Whilst very demanding, the whole application process at THB was not as intimidating as applications are made out to be and it was an enjoyable and engaging way to find out more about the company and its inclusive culture.

If I was to give someone advice about the application process it would be to research contemporary issues surrounding the insurance industry and your prospective company, but also fully understand the role you're applying for and don't be afraid to express why you think you're well suited to it.

What does the THB Group Graduate Programme entail?

The Graduate Programme at THB Group is an 18-month rotational programme which gives a well-rounded introduction to the insurance industry by providing:

- An induction programme that will give you the essential skills and knowledge needed to succeed at THB
- Exposure to different parts of the business
- A short-term external underwriting placement
- An appreciation of the roles of the central operations, claims and technician teams
- Relevant workshops through the in-house THB Learning and Development initiative
- A THB mentor and buddy who provide advice and support throughout the scheme
- An active network of colleagues and resources
- Support towards achieving ACII accreditation

What are your main roles?

Throughout my first six months on the rotational Programme I have worked with a claims team, two broking teams and my next placement is with Unicorn Underwriting, so my duties throughout the 18-month Graduate Programme will vary considerably. For example at the start of the Graduate Programme I helped facilitate the movement of claims monies to clients in North America and the Caribbean in the wake of Hurricanes Harvey, Irma and Maria. I also helped North American property brokers process new insurance risks and prepare documents to be presented to underwriters. Now I am working in the marine department and I am responsible for managing new accounts and broking these new risks in Lloyd's of London, namely cargo risks situated in South America and Eurasia.

Outside my day-to-day job, THB Group has enabled me to enroll with volunteering and charity initiatives within the London Market, such as the Festival for Diversity and Inclusion and the Lloyd's of London Reading Partner Programme. It's been very encouraging to see that the insurance industry offers opportunities outside the corporate environment.

Is it a 9-5 job?

My set hours of work are 9-5 and I typically stick to these, however certain periods of the year are busier than others therefore I work longer if need be.

That being said, THB understand the need for a work/life balance so if a shorter working day is ever a must then THB are flexible with this as long as I have completed my work.

What skills are useful in this profession?

The insurance industry is all about building and maintaining relationships with people from a variety of backgrounds. Being able to build a rapport with clients whilst negotiating business can be one of the biggest challenges so it is imperative for individuals to have excellent interpersonal and communication skills. I am very fortunate that the in-house Learning and Development initiatives at THB have enabled me to develop these soft and technical skills. The insurance sector is also varied, competitive and fast-paced so being organised and having the ability to analyse and solve problems quickly is very valuable.

What would you like to achieve in the future?

In most industries your first job can shape the rest of your career, however the great thing about the insurance industry is that your career path does not have to be linear. For example, you may start off working in claims but could end up working in compliance, loss adjusting, underwriting or broking. It is important to keep your options open however I have thoroughly enjoyed my broking experience so far and can see myself doing it for the foreseeable future. Therefore, my aim for now is to continue developing my knowledge base and skill set and become an expert in my chosen field. Alongside this I am also planning to achieve my ACII qualification within the next two years.

Do you have any advice for anyone wanting to get into the industry?

Identify the skillset required for the job and emphasise any of your previous experiences that demonstrate these skills. Then when you have secured a job in the industry, make the most of any opportunities that your company and various insurance institutes offer. ●

ZURICH

CYBER LIABILITY UNDERWRITER

NICHOLAS PRITCHARD



UNIVERSITY OF NOTTINGHAM
FINANCE, ACCOUNTING &
MANAGEMENT
CROYDON/LONDON

“ I saw a real maturity in myself throughout the process and a certain growth in resilience ”

If there's one thing you can't truly comprehend until you're in the industry, it's the sheer amount of different avenues you can take to find contentment and success in insurance. My time at Zurich has been a diverse one – I've now worked in 4 different offices in 6 different roles, alongside countless people, both inside and out of Zurich. Following experiences in Specialty Lines Underwriting, Marine Claims and Personal Lines Distribution, as well as projects involving the gig economy and company-wide initiatives, I moved off Zurich's Business Graduate Programme - initially into a role in the regional Financial Lines Underwriting team, and from there into the world of Cyber Underwriting.

You can't truly comprehend...
the sheer amount of
avenues you can take to find
contentment
and success in insurance

A week in the life of an insurance graduate at Zurich

Rotation 4 – Cyber Liability Underwriting Assistant

MONDAY – Technical training: The cyber insurance landscape is developing at frightening speeds. It's therefore essential to build up a thorough and rigorous

understanding of how insurance policies respond in different scenarios, to ensure that brokers and clients can be confident in the cover that is afforded to them. Training consists of policy wording comparisons, market research and claims scenario analysis.

TUESDAY – Broker meetings and underwriting in action: Application of training in live situations. Underwriting is a blend of technical know-how and trading abilities. Ensuring that you embody Zurich's brand and values, whilst evaluating and targeting commercial opportunities are imperative to effective underwriting.

WEDNESDAY – Graduate development day: Behavioural skills training with my graduate cohort. Numerous events were organised as part of our development programme, targeting growth and development in key leadership attributes. We engaged with experts (both internal and external) on topics such as personal brand, communication and financial/commercial acumen to assist in developing well-rounded skill sets. These sessions served as a fantastic opportunity to reflect on personal growth and to knowledge-share with other graduates who may be exposed to different areas of the business.

THURSDAY - Representing Zurich at a Cyber Insurance Conference: Involved hearing from experts on accumulation

modelling, the transformation of insurance policies into a new age of service-led propositions, as well as emerging exposures. Taking a step back to think conceptually about distribution models, insurance solutions and evolving customer demands enabled me to more-valuably input to internal conversations around sustainable strategy formulation.

FRIDAY

Project-focussed day: A combination of cyber-specific projects and projects involving the wider Zurich community. From a cyber-perspective, this included the delivery of an impact analysis for a switch in underwriting rating tools. More generally, during this stage of my role as a Zurich graduate, I was also involved in a project that centred on increasing awareness of different areas of the business, in order to remove communication barriers and to improve idea-sharing to foster innovative mind-sets.

What was the application process like – any advice?

I found the Zurich application process to be similar to other financial service schemes. As expected, it was multi-staged, and whilst, at the time I was dreading the thought of expending so much effort in something where the chances of success were so slim, it should be treated as a journey.

While that sounds incredibly cheesy, until you've gone through the process of evaluating your strengths and weaknesses and demonstrating your ability to act upon these, the likelihood is that you aren't yet ready to work in a demanding environment that places great responsibility on you from the get-go. I saw a real maturity in myself throughout the process and a certain growth in resilience.

In terms of advice, practice makes perfect. It may make you feel uncomfortable, but test your interviewing capabilities with a

number of different friends and family. You'll find that they've all had different interviewing experiences and so ask you a wide array of questions from a number of perspectives, which should help you in your preparation for interviews, be they video or telephone, or assessment days.

For more trainee profiles visit:
www.insurancecareers.co.uk/career-advice

What skills are useful in this profession?

Obviously, you could end up in any number of different roles – to name a few: actuarial analyst, market underwriter, marketing ambassador, portfolio manager, claims handler, project manager, operational consultant, data consultant – and each role will carry different requirements in skill-sets.

However, some traits are universally important. Adaptability is vital when working in such an integrated environment that continues to grow in diversity. At some point, you will undoubtedly be exposed to differing managerial styles, customer groups, brokers, internal teams, all working at changing intensities.

Holistic thinking is essential as it will enable you to make crucial links between your role and how this interacts with the wider strategy of your business unit and the company. It can also aid your responses in a number of tricky situations – dealing with a disgruntled customer, entering into negotiations and presentation delivery.

Finally, the ability to appropriately identify and seize opportunities will not only make you indispensable to your team but, from a purely selfish perspective, can lead to the opening of many doors. ●

AON TECHNOLOGY BUSINESS PARTNER

Theresa Farrenson has over 20 years' experience in IT, most of it spent at Aon. She uses this experience to develop IT strategies that support and deliver Aon's business strategy. Beyond this, she is passionate about diversity and inclusion and is on a mission to improve the profile of the Insurance industry and encourage it to capitalise on diverse teams to improve innovation and, ultimately, profitability.

THERESA FARRENSON	
	
Present	
	Leader of Link, the LGBT professional network
2003	
	Became a Technology Business Partner at Aon
1995	
	Joined Minet as a Junior Business Analyst
1992	
	Graduate Trainee/Analyst Programmer with Sherwood International
1992	
	Graduated from Bournemouth University

Why did you choose a career in the industry?

Like many graduates I wouldn't say I actively chose my first job. I applied for many jobs from professional services firms to software houses (companies that build and sell IT solutions). During my studies I realised that I needed to choose whether to focus on the technical path or focus on the businesses that use technology. I chose the latter. I ended up on a graduate scheme for Sherwood, a company focused on delivering systems for the insurance industry. I realised that there was lots of potential for maximising use of technology in insurance, especially 25 years ago. So I stayed.

But somewhere along the way I realised that insurance changes people's lives. It is what enables us to pick up and start again when the worst happens. It supports the businesses large and small weather economic uncertainty. It puts people back in homes when their house has flooded, it rebuilds communities after a tsunami hits. And this is the reason I kept staying.

What do you enjoy most about your job?

I like the variety. I am the relationship manager between the business units under my remit and IT. This can range from helping and advising business project managers and delivering the technology elements of business projects to working with IT teams to understand the impact of IT projects on my business units. One day I can be fact-finding for a project, another I can be responding to an escalation from business managers. Risk management is inherent within my role: whether it is reviewing implementation plans to ensure that possible problems are considered and mitigated and there is no adverse impact on the business, or guiding project managers to ensure key issues such as data privacy and security form part of their planning considerations. Sometimes I think this can come across as negative, it can seem that I am always looking for the problems, but the reason I want to know about the potential obstacles is so that I can plan the best route to overcome them.

Beyond the "day" job, I am also involved in Aon's Diversity initiative and a member of the Diversity Council. I lead Linking Generations, the network, working to explore the complexities of a multi-generational workforce. In addition I am co-chair

of the cross industry LGBT+ network, LGBT Insurance Network (Link). This means that my day can also consist of meeting with companies that are planning to start their own LGBT networks or talking to their network leaders and Diversity & Inclusion professionals about upcoming events and plans to improve inclusion in workplaces. I work with volunteer teams to deliver events and create opportunities for cross industry collaboration. This gives me the opportunity to meet with executive leaders across insurance, an opportunity that would not necessarily have arisen in my IT role. I have also developed my organisational skills and influencing skills: which are of use in all aspects of my professional life. Sometimes it is stressful, but it is never boring.

What would you like to achieve in the future?

There is no simple answer to this question, over the years you find yourself asking this of yourself multiple times. For me, there are two clear paths:

- From a technology perspective I want to provide solutions that help my organisation to deliver great services to its clients. Sometimes the role of technology is invisible or taken for granted, other times it is front-and-centre. My specific interest is exploring ways to use technology to improve the client experience and to keep that as consistent as possible across country boundaries.
- From a diversity and inclusion perspective it is my goal to help companies to create inclusive cultures: where difference is celebrated and leveraged, where people can bring the best of themselves and contribute fully to the success of the organisation they work in. To fully achieve this we need to unpack some of our thinking and assumptions and challenge ourselves to see life from different perspectives and recognise talent in new forms. I believe that by welcoming

a wide range of people into insurance and challenging norms, we can unlock innovation potential and do great things.

What are the current challenges the industry faces?

There are lots of challenges to the industry at the moment, and lots of opportunity. Technology is one of these areas. There is a lot of focus on Finance Technology (FinTech) and Insurance Technology (InsTech). There have been great strides in technology as it gets smaller and smarter: From driverless cars, to using robotics for surgery and using artificial intelligence to make critical decisions. Our expectations as consumers are that services are easy and seamless, we don't want to have to think about insurance, but we want the comfort of knowing it is there when we need it. This brings ethical challenges of how we can collect and use data to drive decisions. We need to keep delivering new services and keep earning our customers trust that we will treat them fairly – especially when things go wrong.

Do you have any advice for anyone wanting to get into the industry?

Firstly I would challenge you to think beyond the image of someone sitting in a call centre, of course this is an element of our industry but a relatively small one. Insurance is a tremendously varied industry; we need all sorts of skills and experience: not only underwriters and brokers but IT, engineers, legal specialists, risk managers, claims advisors and actuaries – almost any skill you can think of. So your path to joining the industry can be as varied.

Obvious places to start looking are apprenticeship schemes and graduate programmes but don't be afraid to approach organisations directly and look on their job pages for vacancies. Get as much experience as you can with internships or other jobs, anything to make you stand out. Don't be afraid of the things that make you different – they also make you outstanding. ●

INNOVATIVE RISK AUDIT

SENIOR RISK & AUDIT CONSULTANT

“Who says a career in Insurance as a Risk Management professional is boring? The insights you gain into businesses and the world of financial services are truly fascinating.” – Nousheen Hassan, CEO and founder of Innovative Risk Audit talks us through her career and experience in the sector and offers her advice for prospective insurance graduates.

NOUSHEEN HASSAN



2017

Founded Innovative Risk Audit, a consulting business

2016

Head of Risk at Neon Underwriting Limited

2014

Became Head of Internal Audit at Marketform Managing Agency

2004

Became a Qualified Chartered Management Internal Auditor with Deloitte

1999

Graduated from the University of Westminster with an LLB in Law

Why did you choose a career in the industry?

I did not know much about insurance when I started out in my career. When the word insurance was ever mentioned, I would think about car, home and life insurance. After qualifying as a Chartered Internal Auditor with Deloitte, I came across a role in the AIG Internal Audit team and went for it. That was the start of my career in insurance. The many different aspects of insurance were an eye opener and entry into the Lloyd's of London market was even more insightful.

I learnt that you can virtually insure anything, from fine art, body parts and personal injury to large ships, companies and people. As an Internal Auditor, I was exposed to all areas of the business, helping me to understand how the different functions in an insurer worked. Not only did this include the underwriting teams who bring in the business, but also the claims teams who manage and pay out to customers, the actuaries who help to model and price the risks as well as, give a view on the level of claims reserves. Then there are all the other teams including risk management, compliance, finance and IT to name just a few. With an insight into so many different areas, it gained my attention and I knew I had chosen the right industry.

What is a typical day like for you?

After gaining so much insight into the insurance industry, I set up my own boutique consultancy company offering interim senior support and providing services in risk management and audit to insurance and financial industry clients. I am responsible for seeking out my own business opportunities, clients and building relationships which can all be very intensive. When not working on a client myself or overseeing an Associate, I start my day by reviewing my business emails, and catching up on the latest developments in the industry.

After following up with clients, my day consists of anything from developing business proposals, attending client meetings, researching potential clients and their companies and working with by Administrative Executive to perform business development activities. I work with my Business

Development Advisor on further business development initiatives. From time to time, I also touch base with some of my partner firms. I instruct my own company marketing, and manage my finances, although I do have an Accountant to take care of the technical and tax issues! My Administrative Executive takes care of administration and all of this keeps me and my team, pretty busy.

Attend industry events where you can and get to know people. Networking is key!

When working for a client, I am usually based at their offices. The work I do will depend on the client. Sometimes, I work as part of a team and can be responsible for team management and supporting team members to deliver work. At other times, I may be responsible for delivering smaller projects on my own and in accordance with the client's expectations. Either way, I have to reach out to people in the business, attend meetings and review significant amounts of information to get the work done.

What do you enjoy most about your job?

I like being able to help clients, through my knowledge, skills and experience. It's great when I can leave a firm feeling like I have added value to the company and their teams. I also love having the flexibility to work on my own but also as part of a team where I can. Working on your own forces you to challenge yourself and resolve problems independently whilst interacting with others helps to build relationships and gain an understanding of what they do.

What would you like to achieve in the future?

To be able to successfully build a small business where I work with others to service my clients. I want to focus on providing services to clients in the insurance industry as I think the opportunities are endless.

What are the current challenges the industry faces?

We are currently in a world where we face unprecedented situations. With COVID 19 having such a huge impact on businesses, business owners may be struggling to operate, are concerned for their staff and customers, finances and in general how to maintain operational resilience in a world with so much uncertainty. Added to that are the day to day concerns around meeting regulatory requirements as a business, and in the insurance industry in particular, the threat of claims that may influx the market as things start to settle. This whole situation has thrown a light on the new way of working and we may find ourselves working very differently when things get back to normal.

For more senior profiles visit:
www.insurancecareers.co.uk/career-advice

Do you have any advice for anyone want to get into the industry?

Attend industry events where you can and get to know people. Networking can play a key role. If you try to get onto an internship, apprenticeship programme or just seek out some work experience in an organisation, it will form a good stepping stone for building a career. ●

SOMPO INTERNATIONAL

UNDERWRITER MANAGEMENT LIABILITY

“The autonomy and flexibility in Insurance is amazing. No day is the same. In addition to that, you are not stuck at your desk all day and glued to a computer.” Godwin Sosi tells us all about his career as an Underwriter in management liability.

GODWIN SOSI CERT CII



2019-Present

Assistant Underwriter promoted to Underwriter at Somp International

2018-Present

Co-Founder of ACIN | African-Caribbean Insurance Network

2017-2019

CGM Underwriting Assistant at Chubb

2016

Credit Control Intern at Tokio Marine Kiln

2014-2015

Insurance Product Assistant Placement at Mercedes-Benz UK Ltd

Why did you choose a career in the profession?

I chose a career path in Insurance because the skillset required to do the role was very much in line with qualities I believe I possessed. A Job in Insurance has allowed me to express my interpersonal skills when liaising with customers and clients and also allowed me to be very technical on the job when underwriting and factoring exposure to generate the best quote for the client. In addition to this I learn something new every day. Given the line of business I operate in we insure a vast array of different companies, so I am constantly reading on different industries and keeping up to date with current affairs

What is a typical day like for you?

Pre Covid, a typical day in the office consisted of me spending 30 minutes in the morning reading market news around my respective line of business (Directors & Officers) and keeping up with what was going on in the industry. After that, I would then go into Lloyds of London, where I would meet with brokers and discuss risks that they needed to place on behalf of their clients. Some days I would be required to attend client meetings and have clients we insure give us an update on how their company has performed over the last 12 months.

What do you enjoy most about your job?

The autonomy and flexibility in Insurance is amazing. No day is the same. In addition to that, you are not stuck at your desk all day and glued to a computer. I have the luxury of being able to deal with brokers face to face and networking with other like-minded professionals in the industry.

What would you like to achieve in the future?

I would like to be a role model for future ethnic minority talent coming into the industry. I want them to see that it is doable regardless of what you look like or come from. I also want them to come into the industry not because they fell into it, but because they saw insurance as a promising career path.

What are the current challenges the profession faces?

Our inability to innovate as quickly as our client base. For many years the insurance sector has been behind the curve when it comes to technology. We saw how far behind we were when

the pandemic hit and we were forced to work from home remotely. However, this has made the industry realise what needs improving as we begin to take notable strides to improve these efforts.

Do you have any advice for anyone want to get into the profession?

Network as much as possible, the more you network the more people you will meet. Also be your authentic self, you bring something to the table. ●

I'd like to be a role model for future ethnic minority talent coming into the industry. I want them to see that it's doable regardless of what you look like or where you're from



FINDING THE RIGHT JOB

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APPLICATION & INTERVIEW ADVICE

In today's competitive job market, you want to make sure you have the best possible chance at securing your dream insurance role. In this article we look at the key things you can do when preparing for applications and interviews within the insurance profession.

Applications

PRIORITISE PROSPECTIVE EMPLOYERS

Don't make your primary objective to gain experience with just any insurance employer. Focusing on companies that are the best possible match for you early on will save you a lot of headaches in years to come. Do your research before you start applying, and make a list of employers you think are most compatible with what you are looking for. For example, do you want to work in a big or small company? Which sector of insurance interests you the most? These questions are also likely to be asked in an interview situation, so figuring out these factors early on will not go to waste.

SECTOR KNOWLEDGE AND COMMERCIAL AWARENESS

You need to be able to show an understanding of your chosen sector, as well as a degree of wider commercial awareness.

You need to be able to show an understanding of your chosen sector, as well as a degree of wider commercial awareness

Research the specific sector – what its main business areas are and any current issues affecting these areas. You can find out everything you need to know about the insurance sector in “**The Profession**” chapter of this guide as well as online at www.insurancecareers.co.uk, so you feel comfortable discussing the fundamentals of the insurance industry at an interview stage. For the latest insurance sector news, you can go to the Chartered Insurance Institute's Discover Risk website to arm yourself with plenty of current insurance knowledge to

discuss at your interview. This knowledge can be portrayed in your applications and cover letters by explaining your career aspirations and how you envisage these being affected by current industry concerns and developments. Companies can reject otherwise perfect CVs if it appears the applicant has not completed basic research into their chosen sector.

YOUR CV

Your CV is your key tool for promoting yourself prior to your interview. Invest time in creating a strong, comprehensive document, free of spelling, grammar and layout errors, as this demonstrates attention to detail without you having to list it alongside your other attributes.

If you have made sure that all the information included on your CV is relevant to an insurance employer, it shouldn't vary too much from one application to another. In fact, the biggest change you should need to make is simply re-ordering the information so that if you are applying for diverse roles, the most crucial information for that role takes priority.

YOUR COVER LETTER

The key to a successful cover letter is striking a delicate balance between brevity and substance, as well as ensuring each cover letter you write is tailored for each application you submit. Make sure to also include details specific to the company and role you are applying for – highlighting important sections of the job specification will make it easier to ensure that you address each point).

For example, if you are applying for a smaller company, explain that you are interested in being able to take on a high level of responsibility early on. Alternatively, if you are applying to work at a larger company you could mention that you are interested in their international opportunities. Be honest; tell the company why you want to work with them and why, in return, they will want to work with you!



Interviews

RESEARCH, RESEARCH, RESEARCH!

If you've been called back for an interview, you have your foot in the door so don't close it! You will need to double down on the research you did for your application. By now, you should have looked into the company enough that you know necessary information such as their areas of business, size, structure etc. If there was information that you couldn't find that you are interested in then note this down as a question to ask at the end of the interview, as it is positive to show the recruiter you are genuinely interested in their company.

However, now it is time to think more broadly about the challenges the company is facing and issues surrounding the sector you are interviewing for. Refresh your knowledge of present insurance sector news. For instance, have there been any developments and new situations since your application? Who are their main competitors? What are the sorts of clients they primarily target? Don't forget to see if you can find any employee profiles on their website or on Insurance Careers, as they could provide a great source of extra information or ideas for potential questions.

BREATHE, THEN ANSWER

Recruiters advise that short, concise answers are often best. Do not simply regurgitate every piece of information you know about the subject of the question you've been asked. Try your best to keep your answers focused on the specific question asked so that you arrive at a definite end – if the interviewer wants more information, they will ask for it.

Try not to over-prepare. It is helpful to note down some key points on likely questions but do not prepare complete answers – the exact question will never come up. Employers also want to see first-hand our ability to think on your feet when put on the spot. If you've done the leg work, researched the company and sector thoroughly, you should be able to speak with confidence and keep it as natural as possible. This approach will be much more attractive to a company than proving you're capable of simply parroting information verbatim.

Finally, be yourself! Don't forget to engage with your interviews – show them that you have a personality as well as copious amount of sector knowledge and suitable skills. Try to relax and remember that your interviewers are also looking for someone they would like to work alongside. Don't be afraid to ask questions about anything you are unclear on after the interview – this shows that you were paying attention and portrays that you will deal with clients in a similar, straightforward and efficient manner.

FOLLOW UP

After your interview, follow up with an email thanking the interviewer for their time and consideration. Briefly reiterate why you think you are suitable for the role, focusing on specific areas that came up in the interview and state that you look forward to hearing from them again in due course. This is a clever way of ensuring you stand-out post-interview and shows good professional courtesy which goes a long way in every sector! ●

INTERNSHIPS & WORK EXPERIENCE

Are you not sure if an insurance-orientated internship or work experience is for you? Have you thought about doing one, but don't know what to do or where to begin? Read this article for an introduction to insurance internships & work experience and advice on how, where and when to apply.

Companies across various sectors offer internships to students entering their penultimate year of study or to those who are considering postgraduate study after completing undergraduate courses. Typically insurance internships organised by large graduate recruiters run for 6-10 weeks over the summer giving you an opportunity to gain real life experience in the sector whilst also earning a wage.

Work experience is generally a shorter programme from one day to two weeks and these are often voluntary programmes where you will spend time shadowing a number of different departments, giving you a flavour of what your future career could be like.

When it comes to applying for your first graduate job, having experience or an internship under your belt makes you more employable; it is tangible evidence that you are driven, proactive and committed to a career in the insurance profession.

When it comes to applying for your first graduate job, having experience or an internship under your belt makes you more employable.

What are the requirements?

These vary from company to company but generally candidates are expected to have a minimum predicted 2:1 degree or equivalent, GCSE Maths and English grade 4-9, 7 desirable quality for most recruiters for these positions is also flexibility on location as many internship and work experience opportunities will require

you to work on a variety of projects across multiple sites.

Find out what employers ask for in the **Employer Directory** at the back of this guide.

What's involved in an insurance internship?

By completing an internship you will have a greater understanding of what that company does and how closely their career offerings match your career ambitions. It is the perfect opportunity to understand what you could expect if you joined their graduate programme the following year.

During the programme you could take part in a number of development activities which may include things like career planning, meeting and presenting to senior leaders and the delivery of business projects. Projects can involve working with data, building spreadsheets and models, or creating research on an aspect of the business to present to your whole team.

An insurance internship will give you valuable real-world experience while you are still a student. It will enable you to apply your education in an environment that is both rewarding and intellectually stimulating.

Training and support

Companies will provide you with a mixture of training and this will be dependent on what the programme consists of. This could range from formal training sessions to being assigned a mentor to guide you through your day to day work.

Internships and work experience also provide invaluable networking opportunities – make sure you take up your fellow colleagues on an opportunity for social activities, from sports

to meals as this is a great way to build your network with your future prospective team.

What will I take away from an internship?

In addition to the specific training that a company will offer, you will also learn how to work within a professional environment. This could include how to present, manage deadlines within real-life project work or other skills such as how to run a conference call.

You will also find out if you want to pursue a career within your chosen business area. In general, companies that offer internships have an excellent record of hiring graduates from their intern programme. The internship is a chance for you to see if you like the company and vice-versa.

How can I apply?

Applications for internships typically open in September. We strongly encourage you to keep an eye on your chosen company's career website, their social media pages and the Insurance Careers website to find out when applications open. The companies at the back of this guide all indicate whether

For more careers advice visit:

www.insurancecareers.co.uk/jobs

or not they offer internships in addition to graduate placements. Before you apply, take time to review both the company and business area you are interested in to ensure they align to your skills, interest and future career aspirations. There is a variety of careers out there, so take time to research over the summer. If you are joining university in September and thinking about possible career paths, get in touch with the graduate recruitment team at the companies that interest you. They may have an insight or work experience programme you could apply to. ●

Cathryn Rousell

Early Careers Recruitment Manager, UK & Ireland - Graduates and Interns

Cathryn Rousell is Willis Towers Watson's University Recruitment Manager for the UK & Ireland. She specialises in recruiting for the Pensions, Investment, Insurance, Actuarial and Non-Actuarial positions as well as HR Consultancy and Software Developers.





COURSE PROVIDER DIRECTORY

A comprehensive directory of the UK's leading undergraduate and postgraduate Insurance course providers.

City, University of London

Glasgow Caledonian University

University of Limerick

University of the West of England



If you would like to be included within the Course Providers Directory,
please contact us at mkting@insidecareers.co.uk.



Our MSc in Insurance and Risk Management explores the growing relationship between insurance, risk management and financial services. It combines a practical approach with the theoretical knowledge to an advanced level to enhance your career potential. The programme also offers exemptions from examinations from the Chartered Institute of Insurance (CII) and the Institute of Risk Management (IRM).

W: www.bayes.city.ac.uk **E:** bayes-masters@city.ac.uk **T:** 020 7040 8600



BA (Hons) & MSc Risk Management

Further your chosen career with our double industry accredited (CII & IRM) Risk Management courses. You can study at undergraduate or postgraduate level depending on your needs and we offer full and part-time options which can be accessed either on-campus or via our popular distance learning platform. These are the only programmes of their kind in the UK.

W: www.gcu.ac.uk **E:** jon.mcneill@gcu.ac.uk **T:** 0141 273 1382



MSc Risk Management and Insurance

This one year programme offers a unique blend of insurance, risk management and financial services content. Designed to provide the technical capacity, objective reasoning and contextual overview for roles within the risk management & insurance industry. Includes Trading Floor Certification and an international business workshop.

W: <https://www.ul.ie/gps/course/risk-management-and-insurance-msc> **T:** +353 62 233676



MSc Risk Management and Insurance

Based at the University of the West of England (UWE Bristol), this is a stand-out course for students interested in risk in the global insurance industry, with extensive networking opportunities and progression towards the industry standard qualification (ACII).

W: www.uwe.ac.uk **E:** Admissions@uwe.ac.uk **T:** 0117 32 83333

For more details on individual courses visit:
www.accountancycareers.co.uk/search/courses

Enhance your career potential



MSc IN INSURANCE AND RISK MANAGEMENT

As the insurance industry continues to evolve, the Master's in Insurance and Risk Management at Bayes Business School (formerly Cass Business School) ensures you are well equipped for the change, providing you with the up to date skills and knowledge for a successful career. Whether you want to develop a new career in insurance or risk management, or you work in these fields and want to gain new knowledge, this course can help you get ahead in a fiercely competitive employment market.

Find out more:
[bayes.city.ac.uk/
insurance-risk-
management-msc](https://www.bayes.city.ac.uk/insurance-risk-management-msc)



**Start your journey today with
Insurance Careers**



EMPLOYER DIRECTORY

A comprehensive directory of employers recruiting within the Insurance Profession.

Allianz

Aon

AXA

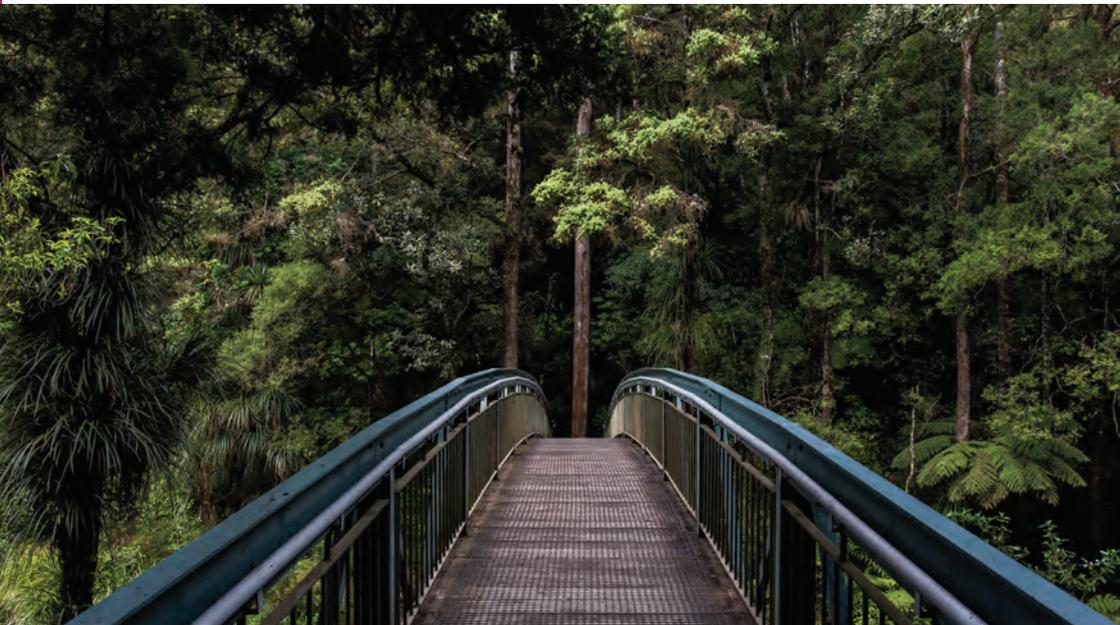
Canada Life

Hiscox

Legal & General

Willis Towers Watson

Zurich





Allianz Insurance is one of the largest general insurers in the UK and part of the Allianz Group.

In the UK, Allianz Insurance employs over 4,200 people across a network of offices. The company's Head Office is situated in Guildford, Surrey. We have additional support services with over 1,000 people based in Trivandrum, India.

We offer commercial insurance with a full range of products for sole traders, right up to large commercial organisations. We also provide musical instrument insurance, legal protection and pet and equine insurance.

Allianz invests in its people

If you join us, you'll undertake work that adds true value to the business. As part of the Allianz Group, there is an abundance of opportunities for those who are willing to take the initiative.

Your personal development is our number one priority. What makes our graduate schemes different is that we don't just want you to spend a couple of motionless years with us; we want to see you grow, take on new responsibilities, excel while developing a fulfilling career and lead our business forward.

For us, there's no one-size-fits-all when it comes to your training

You will have access to many valuable opportunities to expand your skill-set and enhance your knowledge. Your individual Personal Development Plan (PDP) will give you the structure you need to reach your career goals and you'll be supported, personally and professionally, by mentors and managers at every step of the way.

In addition to your unrivalled on-the-job learning, whichever graduate scheme you choose, you'll achieve a professional qualification. ●

EMPLOYEE NUMBERS

No. of Employees

4,200

No. of Trainees

105

JOB OPPORTUNITIES

Opportunities Offered

- ✓ GRADUATE JOBS
- ✓ PLACEMENTS
- ✓ INTERNSHIPS

No. of Graduate Jobs

30-35 per year

No. of Undergraduate Opportunities

10-15 per year

Disciplines Recruited From

All but some schemes require a Mathematical or Statistical degree

Office Locations

UK Wide



For the latest jobs visit
www.insurancecareers.co.uk



Few things are certain in life. Economic upheaval, political crises, natural disasters – and plenty more besides – all mean the world can be full of surprises. At Aon, we draw on the expertise of over 50,000 people to help the biggest names in business plan for every eventuality. Our size, global network and emphasis on innovation, mean where we lead, the industry follows.

Across the global economy, unprecedented volatility is creating new risks and opportunities — which is a key reason why insurance, reinsurance and risk management are the cornerstones of every company's capital structure. We help our clients identify their risks, ensuring they have the best possible cover to mitigate them.

As well as identifying risk for our clients, we also predict and spread risk. This means that, if major catastrophes hit, economies can keep going and people can get on with their lives.

We've recently moved our global headquarters to the UK. Here we rely on 6,500 employees across 30 offices to uphold our reputation for excellence, insight and outstanding service delivery. It's the skills, knowledge and attitude of these people that help us do what we do best. So, if you're looking for a sure-fire way to start your career, and have a 2:1 degree or higher, we'd like you to join them.

We recruit summer interns and graduates into seven streams: Pensions; Investment Consulting; General Insurance; Human Capital Consulting; Insurance, Reinsurance and Risk Management; Captive Solutions and Health & Benefit Broking and Consulting.

Early responsibility is a way of life at Aon. You'll very quickly become a technical specialist in your particular area, meeting clients and advising them on our market-leading products far sooner than you would in many other organisations. Our training will fully equip you to make an immediate impact on our business. We also provide full study support for professional qualifications. All in all, everything is in place to help you forge a career in which challenges and rewards will come in equal measure. ●

EMPLOYEE NUMBERS

No. of Employees

50,000

JOB OPPORTUNITIES

Opportunities Offered

- ✓ GRADUATE JOBS
- ✓ INTERNSHIPS

No. of Graduate Jobs

80

No. of Undergraduate Opportunities

80

Disciplines Recruited From

All degrees considered, although numerate subjects are required for some streams

Office Locations

Opportunities nationwide



For the latest jobs visit
www.insurancecareers.co.uk

TRAINEE PROFILE

NAME	Tye McAllister
LOCATION	London
UNIVERSITY	Warwick
DEGREE	BA History
ROLE	Trainee Broker



What attracted you to the Aon Graduate Programme?

I was intrigued by the prospect of a career in risk management which is what sparked my interest in Insurance. Having the opportunity to rotate through different areas of the firm particularly appealed to me as it meant I could maximise my learning on the scheme as much as possible.

What have you learnt in your time at Aon?

I have learned a lot since I joined Aon back in September through training courses, team rotations, industry lectures, and studying towards the CII qualification. Training courses have covered the insurance market in depth and other areas such as portfolio analysis, catastrophe modelling, and how to develop a suitable reinsurance program for a client. Aside from this training, rotating through teams has proved to be a great opportunity to learn about the insurance business more broadly. For example, working on client accounts within the American Property Treaty team enabled me to develop my understanding of our client's approach to managing their exposures against threats such as wildfires in California.

What does a typical day look like for you?

A typical day can vary from team to team. In the American Property team during renewal season a considerable amount of time is spent meeting with underwriters in Lloyd's of London to discuss our clients' placements. Towards the end of the day we liaise with our Aon colleagues in the U.S over phone calls to discuss our progress on the placement. If our clients are visiting to meet with

insurers in London, then typically the day is spent facilitating those meetings for our client and socialising over dinner in the evening which is always an enjoyable experience.

What have you enjoyed most about the Graduate Programme?

There is a lot of opportunity to learn as well as support to help you to grow as a professional on this graduate programme. I've enjoyed the exposure of working with our clients, meeting underwriters and others across the market from very early on in the scheme. I have also enjoyed studying and learning Law as part of the CII qualification, although it was daunting and challenging at the time. I had considered studying law at university but took a different path, so I welcomed the opportunity to be able to do so now. It is also a very social industry, I've met a lot of great people including the other graduates in my cohort, some of those have become good friends of mine outside of work which is great.

What advice would you give someone applying for the 2021 Graduate Programme?

I would recommend doing your research as much as possible. Insurance is everywhere, and it is an interesting time for the industry given the significant disruption caused by Covid-19 and with Brexit on the horizon. Secondly, I would suggest making the most of LinkedIn and reaching out to Aon colleagues who you have met at our recruitment events or assessment centres, it is never too early to start building your network. ●



“Do you ever wonder what if? What’s next? Can you see the opportunities, the possibilities? The never-been-done, the what-could-be?”

AXA is a global leader in insurance and asset management with a presence in 62 countries, and 160,000 employees protecting over 105 million customers. We are transforming our business so that we can protect people better; thinking and acting far beyond what you would expect from a financial services company. But to make change happen, we need drive and ambition.

We’re always looking to attract talent to our business, as well as continuing to develop our existing people. Modern apprenticeships are a great way of attaining industry recognised qualifications while earning a salary – it’s a real alternative to university and other routes of higher education.

We have apprenticeships from entry level all the way to master’s degree, so there really is something for everyone across IT, leadership and management, underwriting, claims, finance, HR, digital, data science, customer service and marketing. We recruit for apprentices all year and there are more courses and business areas being added all the time.

Our government approved apprenticeships combine study towards industry recognised professional qualifications, with day-to-day experience in your role, all while earning a competitive salary. The qualifications on offer range from entry level two right through to bachelor’s and master’s degrees at levels six and seven.

The training providers offer many different methods of study from face-to-face workshops to digital learning and we’re fully committed to supporting you through the programme, with time for study included as part of your apprenticeship. ●

EMPLOYEE NUMBERS

No. of Employees

Over 160,000

JOB OPPORTUNITIES

Opportunities Offered

✓ GRADUATE JOBS

No. of Graduate Jobs

Varies

Office Locations

Any of our UK based offices



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Founded in 1847, The Canada Life Assurance Company is one of the largest Canadian life and health insurance companies.

Canada Life began operations in the United Kingdom in 1903 and looks after the retirement, investment and protection needs of individuals and companies. Our UK operations are headquartered in Potters Bar, 15 minutes from central London by train.

Benefits of working at Canada Life

Canada Life offer the advantage of working in a professional, fast moving, financially strong company, yet with a better work/life balance than you would usually find in London. We offer excellent starting salaries and great opportunities for career progression.

A competitive study package is available to all our actuarial trainees, which includes study days, tutorials, course materials and entry fees for the first sitting of each exam. Every new starter is assigned a mentor to oversee their progress. Canada Life has a strong culture of success in the actuarial examinations, and provides an environment for new actuaries to study and develop.

Who are we looking for?

Applicants will have at least three A Levels (or equivalent) and a degree (2:1 or better), ideally in mathematics or another numerate subject, although exceptional candidates with other degrees will be considered. We are looking for excellent communicators with strong problem solving skills. Successful candidates will be motivated to maintain our strong record in the challenging professional examinations.

The role

Our actuarial trainees have the opportunity to work in a variety of roles in areas including reserving, financial reporting, pricing, risk management, investments and systems. As well as the traditional actuarial areas, across our Actuarial Teams, we have students working on Solvency II Internal Model capital management, Equity Release Mortgages, & preparing for IFRS17.

We expect that trainees will work in at least two or three different areas before qualification, which means our newly qualified actuaries have a valuable breadth of experience. ●

EMPLOYEE NUMBERS

No. of Employees

c.1,500

JOB OPPORTUNITIES

Opportunities Offered

✓ GRADUATE JOBS

No. of Graduate Jobs

c. 4 per year

Disciplines Recruited From

Ideally Mathematics or another numerate subject, although exceptional candidates with other degrees will be considered

Office Locations

Potters Bar - Hertfordshire, Isle of Man, London and Bristol



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Insurance for the unique and interesting

Hiscox is a leading, internationally recognised specialist insurer. Our insurance products are diverse – including cover for satellites, kidnap and ransom, terrorism, innovative cyber risk solutions and meeting the needs of specialist businesses.

We believe in doing the right thing, making good and rebuilding when things go wrong. Everyone is encouraged to think creatively and look for solutions. We have a distinctive culture that stems directly from our long-held values: courage, integrity, ownership, connected and human.

Hiscox Underwriting Graduate Programme

Are you curious, eager to learn, and try new things? Can you think on your feet and make intelligent and commercial decisions? Do you have the courage to ask difficult questions and challenge the status quo? If you're nodding, our underwriting graduate scheme is for you.

On the programme, you'll complete two underwriting rotations within your sponsoring business area, building breadth of understanding as an underwriter – the risks we insure, how we price them, and under what conditions. You'll also complete a rotation outside of underwriting in an area such as Claims or Pricing, broadening your knowledge and skills and helping you to appreciate the bigger picture.

You'll receive excellent on-the-job training from our highly respected and experienced insurance professionals, together with a structured learning programme designed to develop your financial and business acumen as well as skills essential for your future career, such as leadership and delivering coherent, concise and compelling presentations. You'll also be fully supported to become professionally qualified through the Chartered Insurance Institute.

Roles on our Underwriting Graduate Scheme are based in our London office, with a combination of time in the office and working at home. We see it as the best of both worlds: structure and sociability on one hand, and independence and flexibility on the other. ●

EMPLOYEE NUMBERS

No. of Employees

Over 3,000

JOB OPPORTUNITIES

Opportunities Offered

- ✓ GRADUATE JOBS
- ✓ INTERNSHIPS

No. of Graduate Jobs

Under 10 places on the Underwriting graduate programme

No. of Undergraduate Opportunities

Under 10 summer internships

Disciplines Recruited From

We're flexible on degree subject, but you need to demonstrate that you're numerate and have good analytical ability.

Office Locations

35 offices across the UK, Europe, USA and Bermuda



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Through nearly two centuries of rapid change, we've been there, improving the lives of our customers and building a better society for the long term.

Today we are a housebuilder, insurer, investor, landlord and city regenerator.

We are a top 20 global asset manager and the UK's largest provider of individual life assurance products.

Maybe you're into digital, data or numbers. Maybe people are your thing. Either way, it's you that enables us to find new ways of being brilliant, while building and protecting the communities we care about. So, take a closer look, get involved, and be curious. You may be surprised. At Legal & General, your story will be anything but familiar. ●

EMPLOYEE NUMBERS

No. of Employees
8,000+

No. of Trainees
120+

JOB OPPORTUNITIES

Opportunities Offered

- ✓ GRADUATE JOBS
- ✓ PLACEMENTS
- ✓ INTERNSHIPS
- ✓ INSIGHTS
- ✓ SCHOOL LEAVER SCHEMES

No. of Graduate Jobs
Varies

No. of Undergraduate Opportunities
Varies

No. of School Leaver Opportunities
Varies

Disciplines Recruited From

Must have a Maths A-level and a numerate degree e.g. STEM or Economics

Office Locations

London and Hove (Brighton)



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www.insurancecareers.co.uk

Willis Towers Watson

Would you like to be constantly exposed to new challenges and opportunities? Do you have what it takes to push the boundaries and find innovative solutions? Then Willis Towers Watson could be the perfect place for you. With offices all over the world, a breadth of business functions and client relationships with 78% of the Global Fortune 500, we help students and graduates around the world find new insights and experiences every day.

What you will be doing day to day

As a leading global advisory, broking and solutions company, we work on an extremely diverse range of projects with clients around the world. For an intern or graduate joining one of our expert teams, you can gain exposure to many different kinds of project work, and no two days are likely to be the same. We recruit people into four key areas: Corporate Risk and Broking, Human Capital and Benefits, Investment, Risk and Reinsurance and Software Solutions. Each area has its own unique challenges and opportunities. Thanks to our comprehensive development programme, any one of them could be the perfect place to kick-start your career.

What we offer to new graduates

You'll get to work on complex and interesting assignments, to collaborate with colleagues across borders and timelines, and to find new, innovative solutions to the various challenges our clients face. At the same time, you'll be developing the skills, knowledge and experience you need to create a real impact within our business and become an expert in your chosen field. To help you on your journey, we offer world-class training and mentoring. You'll also benefit from being part of global community of Willis Towers Watson graduates, who you will always be able to draw on for advice and support.

Top four reasons to join us

- Fully funded study
- Opportunities for involvement in client work, starting on day one
- Collaborative working environment with recognised thought leaders
- A global company with a stellar reputation. ●

EMPLOYEE NUMBERS

No. of Employees

45,000

No. of Trainees

c.410

JOB OPPORTUNITIES

Opportunities Offered

- ✓ GRADUATE JOBS
- ✓ PLACEMENTS
- ✓ INTERNSHIPS
- ✓ INSIGHTS
- ✓ SCHOOL LEAVER SCHEMES

No. of Graduate Jobs

See website

No. of Undergraduate Opportunities

See website

No. of School Leaver Opportunities

See website

Disciplines Recruited From

All degree disciplines considered

Office Locations

Nationwide



For the latest jobs visit
www.insurancecareers.co.uk

AMBITION

MEET

CAREER PROGRESSION

We're Willis Towers Watson – we're in the business of people, risk and capital. With offices all over the world, and an impressive breadth of business functions, an early career with us is where potential and possibility meet. If you have ambition, flexibility and a collaborative approach, learn more about everything we offer and discover what roles we have available near you.

GET TO KNOW **OPPORTUNITY.**

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If you're looking for a challenging, dynamic work environment where your creativity, innovation and determination is rewarded and recognised, work with us.

Zurich's graduate programmes offer you an opportunity to join a global company that has a real desire to make a difference to our customers, whilst developing new technologies to help them protect what they love most.

Our programmes are designed for candidates who have the drive and enthusiasm to innovate the future of Zurich. A graduate role with Zurich gives you a real job, with real responsibility from day one. You'll also enjoy all the training, support and opportunities you need to put you well on the way to a successful career with us.

One of our major focuses is on our people and culture where we have a desire to make a difference to our customers and the communities in which we work.

Our diversity and inclusion initiatives are shaping an environment where everyone feels welcome, regardless of age, gender, religion, culture, sexual orientation or mental health status. Our approach ensures that Zurich is a place that values different opinions, respects personal needs, and provides equal opportunities for all.

Zurich is passionate about supporting employees to help others by getting involved in volunteering, charitable and community activity through the Zurich Community Trust.

Why Zurich?

Zurich has been named one of the 25 best big companies to work for by the Sunday Times for 5 years running. We are one of the world's largest insurance groups, and one of the few to operate on a truly global basis. Our mission is to help our customers understand and protect themselves from risk.

With over 55,000 employees serving customers in more than 170 countries, we aspire to become the best global insurer as measured by our shareholders, customers and employees. ●

EMPLOYEE NUMBERS

No. of Employees

Over 55,000

JOB OPPORTUNITIES

Opportunities Offered

- ✓ GRADUATE JOBS
- ✓ INTERNSHIPS
- ✓ SCHOOL LEAVER SCHEMES

No. of Graduate Jobs

25

No. of Undergraduate Opportunities

Varies

No. of School Leaver Opportunities

Varies

Disciplines Recruited From

Actuarial, Finance, Technology, Business Change & Management

Office Locations

Fareham, Swindon, Birmingham, London, Glasgow and Farnborough



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Realise your potential

At Aon, we draw on the expertise of over 50,000 people to help the biggest names in business plan for every eventuality. Our size, global network and emphasis on innovation mean where we lead, the industry follows.

We have consulting & broking opportunities for graduates, interns and apprentices available in Actuarial, Investment, Insurance & Reinsurance, Employee Benefits, Insurance Strategy, Reward & Remuneration, Talent & Employee Engagement and Cybersecurity.

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Olauria,
Aon Graduate