

Insurance Sales Consultant

Location: Northampton
Hours: 37.5 Hours per Week

What is the role?

This is an excellent opportunity for you to enter the Insurance industry and to be part of a team of consultants who will handle all our new business enquiries, providing quotations for our customers insurance needs. You will be part of a phone-based team working across both inbound telephone calls derived from our active marketing campaigns and outbound calls to customers who have requested contact via e-commerce sites or email. You will understand the client's needs and present solutions based on the information that the customer provides with a view to arranging their insurance for the coming year on a range of products. You will be new to insurance, but don't worry, we will provide all the training and support you need to work across our product range.

Who are we?

Assist Insurance Services is one of the UK's leading providers of leisure insurance products for caravans, boats, holiday homes, park homes and lodges. In 2022, we were recognised by the insurance industry and announced as winners of two prestigious awards in one night, the 'Personal Lines Broker of the Year Award' and the 'Customer Care Award', which we are extremely proud of. Following this, we returned to the British Insurance Awards last year winning the 2024 Customer experience Award and was shortlisted this year for the Personal Lines Broker of the Year Award. In addition to this in January this year we received a 2025 Feefo Platinum Trusted Customer Service Award for the fifth consecutive year; in recognition of the excellent service, we provide to our clients. We take pride that our clients will receive an exceptional service every time they contact us and have the confidence they are in safe hands.

About you

You will be confident, positive and have an outgoing personality. You will have some experience of working in a customer facing environment either in person or over the phone. Selling experience is a benefit but not essential. You will be provided full training on our products and systems, and we welcome applicants from all backgrounds.

You will need to demonstrate a willingness to learn, and an enthusiastic and out-going personality is essential. This is a targeted sales role, so a willingness to work hard is essential as well. Many of our clients may well be elderly or vulnerable, so patience and empathy is a must.

Key Skills

- Confidence to learn and develop through continuous classroom and on-job training.
- Excellent communication skills
- A flexible and proactive approach
- The ability to work within a friendly team to achieve goals and objectives
- Good numeracy and literacy along with good keyboard skills.
- The highest standard of integrity, honesty, and quality of work.
- Customer focussed and an empathetic nature
- A 'Can do' attitude.
- Target focussed

The Package

- Starting Base Salary from £23,809.50 dependent on experience
- Unlimited monthly bonus scheme
- 25 Days Holiday (Plus Bank Holidays) rising to 30 days based on service.
- An additional day off for your birthday too!
- Career and professional development.
- Our contracts are offered on a full-time permanent basis, working 37.5 hours per week across the opening hours of our business:
 - Monday - Friday 9am – 5.30pm
 - Saturday 9am - 1pm (Saturday's you will be required to work 1 Saturday in 4)