



JOB PROFILE

Position	Next Gen Agency Manager	Location	PAN India
Reports to	ABM/ DBM/ Branch Manager / Sr. Branch Manager - Agency	Category	Retail Sales
Reporting	ABM/ DBM/ Branch Manager / Sr. Branch Manager - Agency	Level	Assistant Manager / M7
Our Purpose	At Niva Bupa, our purpose is “to give every Indian the confidence to access the best healthcare” by empowering them with knowledge, guiding them with expertise, and providing them with a gamut of services that instils confidence and puts control back in their hands- just the way they want every moment of their life to be.		
Our Values	<ol style="list-style-type: none"> 1. Commitment 2. Innovation 3. Empathy 4. Collaboration 5. Transparency 		

About Niva Bupa Health Insurance Company

Niva Bupa Health Insurance Company Limited (formerly known as Max Bupa Health Insurance Company Limited) is a joint venture between Fettle Tone LLP (an affiliate of True North Fund VI LLP), a leading Indian private equity firm, and the Bupa Group, a leading international healthcare company with a legacy of providing specialized healthcare services for over 70 years.

Niva Bupa’s growth story has been phenomenal. We are one of the fastest growing Stand Alone Health Insurers in the country with a current employee strength of 7000+ with growth rate of 154% since FY 20 and growing. We are a fully integrated health insurance provider with in-house claims processing; under-writing and servicing. Our goal is to achieve more than 10000 Cr GWP By 2027 & thus requires goal oriented individuals to be a part of this exciting growth journey to achieve it.

Niva Bupa is certified Great Place to Work for the 3rd year running and aims become one of the best workplaces in the BFSI industry.

Niva Bupa is an Equal Opportunity Employer committed to achieving diversity within its workforce, and encourages all qualified applicants to apply, irrespective of gender, age, sexual orientation, disability, culture, religious and ethnic background. At Niva Bupa 12% of our team handling roles are led by women. We welcome specially-abled professionals to join our team.

Key Roles & Responsibilities

Primary Role Description

- Enable achievement of key business outcomes
- Build a quality Agency by focusing on quality of hire and skilling
- Ensure adherence to all statutory and compliance requirements

Key Roles & Responsibilities:

A. Achievement of Business Plans

- Ability to manage all the parameters of their business;
- Recruitment
- Activation
- Premium Collection
- Case Rate and Case count
- Persistency
- Ensure that the Agents are engaged, motivated and productive by forging a strong relationship
- Ensure that Agents are constantly inducted, activated and productive
- Drive the incentive schemes to ensure that the Agent's income exceeds benchmark
- Drive the R&R schemes floated by HO, ZO and branch
- Support the Agents in liaison with the HO for addressing their requirements/ concerns
- Being fully compliant to all the norms laid down by the regulators and the company
- Manage channel conflicts in the team
- To achieve product wise targets & profitability
- Understand the Agent's business in depth and seek opportunities for business development and revenue generation

B. Team Building

- Goal setting of all Agents in the team
- Regular and periodic review, monitoring and mentoring of all the relationship they are managing to ensure that they are on track to achieve their goals
- Regular Field observation and Demonstration with the agency force
- Regular Agent visit

Key Requirements - Education & Certificates

PGDM / MBA with major in Marketing / Sales only

Key Requirements - Experience & Skills

0-1 years of experience, preferably in Sales, Business Development, Relationship Building.

Key Functional Competencies

Functional competency	Beginner	Intermediate	Expert
Convincing skills		Yes	
Product/Insurance Knowledge		Yes	
Continuous Learning		Yes	

Technology Proficiency		Yes	
Team Work	Yes		
Problem Solving & Analytical Skills			Yes
Compliance & Knowledge	Regulatory		Yes
Customer Focus			Yes
Comments if Any/ Additional Functional Competency			
<ul style="list-style-type: none"> New GWP Renewal GWP Renewal no. of cases Active agents and PA New Agents Hiring Audit findings <ul style="list-style-type: none"> Key Relationships (Internal / External) Internal: Agency Team & Cross Functional Teams External: Agents & Policy Holders 			
Behavioral Competency			
Behavioral competency	Beginner	Intermediate	Expert
Strategic Mindset		Yes	
Entrepreneurship		Yes	
Execution Excellence		Yes	
Building High Performing Teams		Yes	

Job Readiness Programme (JRP): After Selection, Organization will engage with the candidate to make them ready for the role during pre-joining period. This will have no impact or bearing on the offer made to the candidate. There will be no performance assessment during the JRP. If during the preparation phase candidate is asked to go for field visits, organization will adequately compensate the candidate on a per diem basis.

Compensation (In INR):

CTC (Fixed + Joining Bonus)	3,50,000
Retiral Benefits	
Life Insurance	10,00,000
Health Insurance	2,50,000
Accidental Death benefit	10,00,000