



**JOB PROFILE**

<b>Position</b>	Next Gen Relationship Manager	<b>Location</b>	Pan India
<b>Reports to</b>	Area Manager	<b>Category</b>	Institutional Sales
<b>Reporting</b>	Area Manager	<b>Level</b>	Assistant Manager / M7
<b>Our Purpose</b>	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.		
<b>Our Values</b>	<ol style="list-style-type: none"> <li>1. Commitment</li> <li>2. Innovation</li> <li>3. Empathy</li> <li>4. Collaboration</li> <li>5. Transparency</li> </ol>		

**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**

- The job holder is a key member of a team responsible for managing the Niva Bupa regional Sales through the Bancassurance partner. The job holder will work closely with the partner channel, particularly branch managers of the Banca partners, Customer Service and across the business to ensure the timely delivery of high value, high quality services to Banca beneficiaries.

**Key Roles & Responsibilities:**

- Achieve assigned annual target of the branch by driving sales across all customer segments- Business mix in terms of blended premium & no. of cases.
- Maintain cordial relationship across all ranks and files of the branch and resolve escalations with in TATs
- Support bank’s sales force in terms of various activities like o Joint sales calls to generate leads
- Update branch manager on accurate records of referrals received from all constituents of the branch
- Adhere to the TATs on first customer contact & follow ups from the date the lead is being registered o Service branch customers for any query
- Regular product training / refresher to the sales force of the branch
- Ensure activation of bank’s sales force on a weekly, fortnightly, and monthly basis
- Drive productivity by right advising of health insurance solutions
- Measure penetration across relationship manager, client base / branch base
- Update MBHI lead management system
- Engage in branch customer awareness program and explore every possible opportunity to bundle the health insurance proposition
- Create mindshare across branch leadership team
- Drive effectively the Reward and recognition programs launched for the bank staff

Candidate with a valid driving license and a two-wheeler will be preferred.

**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 & Regulatory Knowledge			Yes
Customer Focus			Yes
Comments if Any/ Add. Comp.			
<b>Comments if Any/ Additional Functional Competency</b>			
<b>Special Differentiating Responsibilities</b> 1. Managing 3 branches. 2. Focusing higher segment penetration. 3. First in the industry concept. 4. Propensity Lead support from HO			
<b>Behavioral Competency</b>			
<b>Behavioral competency</b>	<b>Beginner</b>	<b>Intermediate</b>	<b>Expert</b>
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):

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