



Spencer & Bennett
P 02 6966 8902 F 02 6964 0237
E snbyp@spencerandbennett.com.au
PO BOX 1446, Griffith NSW 2680
Lot 1, 1310 Hillston Rd, Griffith NSW 2680
ABN 97080911959
www.spencerandbennett.com.au



Breed & Hutchinson
P 02 6953 2555 F 02 6953 2190
E admin@breedandhutchinson.com.au
PO BOX 442, Leeton NSW 2705
53-55 Pine Avenue, Leeton NSW 2705
ABN 97080911959
www.breedandhutchinson.com.au

Position Description Insurance Broker

Status:	Full time
Company:	Spencer & Bennett – Yenda Prods Pty Ltd
Location:	Leeton Branch
Award:	Banking, Finance and Insurance Award
Salary level:	As per employment letter of offer

About Yenda Group

The Yenda Group comprises four entities: Yenda Producers Co-operative Society Ltd; Spencer & Bennett – Yenda Prods Pty Ltd; Yenda Prods - Irrigation Pty Ltd; and Yenda Prods Grain Pty Ltd.

Established in 1925, Yenda Producers Co – operative Society Ltd (the Co-op) has a member base in excess of 1,800. The Co-op has branches located in Yenda, Leeton (established in 1988), Griffith (1998), Wangaratta and Baranduda (2020). The core focus of the business is the provision of farming inputs, complimented with high level agronomic, horticultural and livestock production advice, along with support services.

Spencer & Bennett – Yenda Prods Pty Ltd (S & B) joined the Yenda Group in 1998. S & B specialise in the purchase and sale of sheep and cattle, clearing and property sales, water trading and insurance broker services.

In 2006, Yenda Prods - Irrigation Pty Ltd (Riverina Water Engineering, or RWE) was created as a joint venture between the Co-op and Gerard (Jak) Ormesher. RWE designs, installs and maintains irrigation systems for rural, domestic and government sectors.

Yenda Prods Grain Pty Ltd (YPG) was established in August 2015 to provide Co – op members additional grain marketing options. The main role of YPG is to accumulate grain on behalf of the Co-op shareholders, with a focus on servicing niche grain markets.

In July 2016, the Co-op purchased Yenda Fruit and Case (YFC). The acquisition of YFC has created the fourth branch of the Co-op, with a focus on fuel sales. The YFC silos are operated under a management agreement with YPG.

In March 2018, the Co-op and YPG purchased Akazien Hof Grain and Fertiliser in Coleambally. The site is comprised of grain silos, a bulk grain shed and bunkers, and focuses on the accumulation of malt barley, corn and other niche grains.

On 5 July 2018, S & B purchased the Breed and Hutchinson (B & H) business in Leeton. Breed and Hutchinson offers stock and station agency services, a real estate agency and water trading services.

In July 2020, the Co-op purchased the agricultural retail business Normac Rural, in north east Victoria. Normac Rural runs shops in Baranduda and Wangaratta, and they are now owned and managed by the Co-op.

All employees of the Yenda Group are required to follow these ideals and expectations:

Our Mission is to provide our customers professional specialised advice and services for farming enterprises.

Our Goal is to create a viable co-operative through the provision of advice and services to our customers. The advice and services provided are made to ensure that the environment is maintained to the highest standards possible and that our actions do not contribute to the detriment of the environment. Our goal is to share in the viability of the Co – operative through the payment of rebates and dividends to our members.

Our Values are Honesty, Integrity, Respect, Diligence, Commitment and Quality

Purpose of the position



Spencer & Bennett
P 02 6966 8902 F 02 6964 0237
E snbyp@spencerandbennett.com.au
PO BOX 1446, Griffith NSW 2680
Lot 1, 1310 Hillston Rd, Griffith NSW 2680
ABN 97080911959
www.spencerandbennett.com.au



Breed & Hutchinson
P 02 6953 2555 F 02 6953 2190
E admin@breedandhutchinson.com.au
PO BOX 442, Leeton NSW 2705
53-55 Pine Avenue, Leeton NSW 2705
ABN 97080911959
www.breedandhutchinson.com.au

- The principal purpose of this position is to provide quality customer products and services towards for insurance in support and implementation of Yenda Group's operational and strategic objectives and plans.

Position key responsibilities and job tasks

Key Responsibilities and job tasks expected of your role within the Yenda Group

- Prepare quotes for insurance on behalf of current and new clients, in line with accreditation; both within the office and outside the office.
- Establish new business with prospects and clients.
- Maintain existing client portfolio.
- Review and advise insurance requirements for prospects and clients.
- Issue accepted insurance policies for clients.
- Prepare relevant documentation associated with the provision of advice.
- Meet insurance specific targets as set out by the manager
- Establish and identify key referral partners
- Ensure compliance is maintained in line with insurance requirements, regulations and the requirements of the Community Broker Network.
- Ensure that CPD hours / points are maintained.
- Assist with and follow up on client claims, in line with accreditation.
- Follow up on policy changes as requested by customers.
- Ensure that all the relevant paperwork is completed and submitted to the relevant insurance company.
- Keep updated on relevant information and changes in the insurance industry.
- Attend industry field days (including seminars and conferences), if required.
- Assist with administration duties when requested, including follow up on client debt relating to insurance.
- Support and help train staff, as necessary and when requested.
- Other work tasks as require and or delegated in line with job role.

Key Responsibilities and job tasks applicable to ALL employees within the Yenda Group

- Takes direction from management and is guided by reporting supervisor/manager to ensure key responsibilities and tasks are completed on time both effectively and efficiently.
- Fulfils the key responsibilities of the position in accordance with the Yenda Group's Code of Conduct.
- Conduct all activities in accordance with the Quality Management System.
- Provides ethical and natural justice decision making in support of organisational mission, goal and values.
- Adheres to all company policies and procedures including work health safety policy, procedures, regulations and standards of safety.
- Provides superior customer service both internally and externally (serves customers, answer phones, load/unload stock, work alongside and assist with fellow staff, other as required in line with job role).
- Willing to undertake learning and development that would be of benefit to the Yenda Group in line with the job role.
- Responds to all customer enquiries (by phone/email/face to face within 24 hours).
- Participates in and adheres to Employee Performance Reviews as and when required.
- Completes the necessary paperwork for all stock transactions, including but not limited to customer sales, customer credits / returns, customer payments, stock receipts, stock orders and branch transfers in Proxitix.
- Reporting of any customer complaints to your supervisor.



Spencer & Bennett
 P 02 6966 8902 F 02 6964 0237
 E snbyp@spencerandbennett.com.au
 PO BOX 1446, Griffith NSW 2680
 Lot 1, 1310 Hillston Rd, Griffith NSW 2680
 ABN 97080911959
www.spencerandbennett.com.au



Breed & Hutchinson
 P 02 6953 2555 F 02 6953 2190
 E admin@breedandhutchinson.com.au
 PO BOX 442, Leeton NSW 2705
 53-55 Pine Avenue, Leeton NSW 2705
 ABN 97080911959
www.breedandhutchinson.com.au

Qualifications/Professional Registration/other industry requirements

Essential requirements

- Driver licence
- Certificate of Insurance or equivalent accreditation – Tier 1 or Tier 2
- Motor Vehicle License (Manual).

Key result areas

Within the context of the responsibilities described above, the ideal applicant will be someone who can demonstrate and achieve the following:

Key Result Area	Key Responsibilities/Tasks	Key Performance Indicators (KPIs)
1. Values, Mission and Strategy	<ul style="list-style-type: none"> • Adheres to Yenda Group values, mission and operational goals and objectives. 	Demonstrated performance adhering to the values, mission and strategic and operational goals.
2. Organisational policies and procedures	<ul style="list-style-type: none"> • Adheres to the Yenda Group code of conduct, policies, procedures, systems and operational requirements. 	Demonstrates adherence to organisational code of conduct and other relevant policy and procedure.
3. Team	<ul style="list-style-type: none"> • Is proactive, positive and collaborative. • Participates as a team member and leads by example. • Communicates effectively with all staff, clients, customers and contractors. • Provides supervision and direction to supervised staff. • Acts in best interest of the team. 	Demonstrates team effectiveness, gets on with team members, is a good communicator, is proactive, positive and collaborative.
4. Health & Safety	<ul style="list-style-type: none"> • Looks after self and demonstrates safe and secure attitudes and behaviours. • Follows safety protocols and organisational safety policy and procedures. • Behaves safely and supports others to identify and demonstrate safe work practices. • Adheres to relevant work, health and safety laws. 	Demonstrates adherence to health and safety for self and others as required.
5. Operations	<ul style="list-style-type: none"> • Completes tasks, roles and responsibilities on time and within budget requirements. • Takes direction, guidance and is supportive of others. • Ensures operational tasks & roles are implemented daily, weekly, monthly. 	Demonstrates effectiveness of tasks, roles, responsibilities on daily, weekly, monthly basis.



Spencer & Bennett
P 02 6966 8902 F 02 6964 0237
E snbyp@spencerandbennett.com.au
PO BOX 1446, Griffith NSW 2680
Lot 1, 1310 Hillston Rd, Griffith NSW 2680
ABN 97080911959
www.spencerandbennett.com.au



Breed & Hutchinson
P 02 6953 2555 F 02 6953 2190
E admin@breedandhutchinson.com.au
PO BOX 442, Leeton NSW 2705
53-55 Pine Avenue, Leeton NSW 2705
ABN 97080911959
www.breedandhutchinson.com.au

By signing below you understand and agree to undertake the job tasks and position key responsibilities and transfer your capabilities and demonstrated knowledge and skills to your working role. By agreeing to undertake the tasks and responsibilities it is expected you will also abide by the Code of Conduct, organisational values, behaviours and mission of the Yenda Group.

Employee Name

Signature

Date

Manager / Supervisor Name

Signature

Date

Date Implemented: _____

Date of Next Review: _____