

# Role Description

**Role Title:** Advice Centre Expert  
**Department:** Operations  
**Reports to:** Advice Centre Manager

## About Pikl

Pikl is on a mission to enable the growth of digital marketplaces, starting with vacation rentals. We design and deliver insurance-enabled solutions that help platforms, property managers and owners unlock new revenue and deliver better customer experiences.

Founded in 2016, we began by protecting individual hosts and homeowners with specialist holiday-let cover. That experience now powers our insurance-enabled products, which increase participation, lift conversion and drive revenue across the marketplace value chain: platforms, homeowners and guests.

With offices in Norwich and London, and plans for international expansion, we work with some of the most recognised brands in travel as well as major insurance aggregators.

## Our Values

At Pikl, our values are the foundation on which our success is built. They guide how we work together, how we make decisions for customers and colleagues, and what we recognise and reward.

### **Possibility**

We think big and are fearless in turning challenges into opportunities. We stay curious, test ideas and learn quickly.

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## People

We put people first, building relationships rooted in empathy and trust. We respect, include, and learn from one another. We celebrate progress.

## Progress

We unlock growth opportunities for our customers and each other yet make it our personal responsibility to own actions and see them through.

## About the role

As an Advice Centre Expert, you are responsible for interacting with our customers and assisting them with their insurance needs. You will interact through various channels, which includes distribution of products via the direct website and via price comparison websites, as well as over the phone. You will provide our customers with a non-advised level of regulated service, and deal with complex situations which customers may face regarding their traditional and sharing economy needs.

## Key Tasks / Responsibilities

- Interacting with our customers through several media channels
- Building and maintaining business relationships with customers and external clients
- Discussing and assessing customers' current and future insurance needs
- Researching insurance policies and products
- Being an expert on Pikl's insurance products and offering them to customers
- Arranging insurance cover for customers with the insurance provider and collecting insurance premiums
- Renewing or amending existing policies for customers
- Keeping detailed computer records and undertaking general administrative duties
- Continually developing knowledge of the Insurance Market and keeping up to date with the latest developments
- Providing innovative solutions for continuous business improvement and efficiencies within the business
- Training and supporting new or more inexperienced members of the team
- Producing business reports on Advice Centre performance

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- Supporting marketing services, and social medial to attract new customers  
Being an Ambassador for our brand

## About you

- You will have previous experience of working in a customer facing role
- A strong team player who can also manage their own time
- Experience of handling customers both on the phone and online
- Ability to 'think on your feet'
- Experience of working within a busy environment
- First-rate communication skills
- Excellent attention to detail
- An intuitive problem solver
- Flexibility and the ability to cope with rapid change
- Initiative, drive and enthusiasm
- Experience within the Insurance industry in either a sale, customer service or claims role, preferably in Home Insurance (Desirable not essential)
- Experience of working in an FCA regulated role, which involves strict rules around the sale and servicing of insurance products (Desirable not essential)

## Why work at Piki

- Flexible working conditions, access to an incredible in-person working space
- Support from an awarding-winning CEO & Founder
- Annual holiday entitlement of 25 days plus bank holidays
- 35 hour working week
- Death in service scheme
- Access to wellbeing services
- Training and development opportunities
- Social events

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