

Need Help Building your CV? ▶▶▶



1

Personal details

- ▶ Full Name
- ▶ Email Address (a professional one)
- ▶ Phone Number

2

Introduction to you

- ▶ Big achievements
- ▶ What you are like as a person and how this translates professionally
- ▶ Include some key strengths, particularly any that the role requires
- ▶ Keep this section brief

3

Work experience

Start with your most recent or current position and work backwards, list your other previous jobs. You should include:

- ▶ Dates of employment
- ▶ Company name
- ▶ Job title
- ▶ Your main responsibilities and if possible, a quantitative example of a successful demonstration of your responsibilities and skill set
- ▶ Brokers will look for experiences that align with great customer service, negotiation, communication, professionalism and teamwork (to name a few)

4

Education

Start with your most recent or current education and list out your history going back to high school. You should include:

- ▶ Name of where you studied
- ▶ Dates of study
- ▶ The qualification/grade you achieved

5

Other achievements, qualifications and skills

- ▶ Highlight interests and skills that can transfer into a professional setting
- ▶ Include any specialist or informal training you've completed. This might be from school, TAFE, online courses or workshops
- ▶ Showcase your computer and digital skills, especially being a quick learner of different systems, proficiency in excel, powerpoint and word
- ▶ Any academic awards that demonstrate commitment and any further key skills
- ▶ If you have room in your CV, perhaps include some hobbies or interests

What makes a CV stand out to a broker firm? ▶▶▶

If you're a graduate or looking to move into the insurance broking industry, here are some key things employers look for when reviewing applications.

1 Tailor Your Application

- ▶ Always **customise your CV and cover letter** for each firm.
- ▶ Highlight the skills and experiences that match what the **company is advertising for**.
- ▶ If you're new to the industry, focus on **transferable skills** and show genuine **interest in insurance** in your cover letter or opening paragraph.

2 Showcase Relevant Experience

You don't need prior experience in insurance to get started. Many brokers value backgrounds in:

- ▶ Customer service
- ▶ Sales or retail
- ▶ Office administration
- ▶ Hospitality or other client-facing roles

These experiences demonstrate your ability to **communicate, solve problems, and work well with people** - all essential traits for a broker.

3 Highlight Your Skills

Insurance broking requires a mix of interpersonal and technical skills. Employers look for evidence of:

Soft Skills

- ▶ Strong communication (written, verbal and phone)
- ▶ Listening and empathy for client needs
- ▶ Problem-solving and negotiation skills
- ▶ Teamwork and collaboration
- ▶ Initiative, curiosity, and a willingness to learn

Technical & Professional Skills

- ▶ Attention to detail and accuracy
- ▶ Organisation and multitasking
- ▶ IT and digital literacy (especially using CRM systems, Microsoft Office, etc.)
- ▶ Ability to manage time and priorities effectively

4 Present Your CV Professionally

- ▶ Keep it **clear, well-organised, and easy to read**
- ▶ Use a **simple font and layout**
- ▶ Keep it to **no more than 2 pages**
- ▶ Check carefully for **spelling or grammar errors**

5 Education & Qualifications

While specific qualifications aren't required to begin a career in insurance broking, demonstrating how your education and existing skills translate to a professional broking environment can be highly beneficial.

While not essential, completing a **Tier 1 in Insurance Broking qualification** can be an advantage for entry-level applicants.

Include any other relevant qualifications or courses, including anything professional or technical skill based.

6 Stand Out

Employers value applicants who can demonstrate:

- ▶ **Achievements** or examples of **initiative**
- ▶ Times you've **improved a process** or come up with a **new idea**
- ▶ A **willingness to take feedback and grow**