

Job Description: Claims Administrator (Part-Time)

Network Insurance is recognised as an industry leading Independent Insurance Broker renowned for offering friendly and professional advice with the best interests of its client at heart.

Due to our growth, a new opportunity has arisen within our Claims Department; and we are looking for someone to join our expanding team.

This is a part time role requiring a minimum of 15 hours per week (we may have additional hours available), with flexibility as to when they are worked.

The candidate will be required to handle all personal lines claims as well as commercial claims, which includes but is not limited to (motor, household, marine, travel, construction, tradesman, Property Owners, Liability & Retail).

Previous claims experience would be a benefit and ideally, you will have had previous experience in a similar role, however full on the job training will be provided so previous experience is not necessary.

Our clients are very loyal and attracted by the excellent service we offer; and are made up of a variety of small, medium and large businesses so customer service, administration and good negotiating skills are critical.

The role is office based, but the successful candidate may also be required to attend meetings outside of the office.

This position will suit a confident and outgoing individual with a passion for customer service.

Main duties will include:

- Taking responsibility for a number of claims from start to finish, by issue of claims forms or otherwise, and an initial advice to the client and insurers as necessary.
- Obtaining up to date information from clients.
- The creation of claim presentations to Insurers and/or loss adjusters.
- Ensure all Claims settlement payments are sent on to the client without delay in accordance with Company Customer Service Standards.
- Escalate any claims outstanding for a long time to the appropriate insurer.
- Deal with telephone and personal visitor enquiries professionally and promptly in accordance with Company's Customer Service Standards.
- Ensure files are kept in good order with adequate, clear and concise notes of conversations.
- Chase ongoing claims, clients for necessary information/insurers for approval/cheques etc
- Diary management.
- Ensure that computer records are maintained correctly and accurately and that diary notes are entered.
- Request appointment of loss adjusters as necessary.
- Assisting colleagues in other departments by offering guidance and advice to resolve issues where input is required.
- Carry out and complete any other duties, which can reasonably be fulfilled.
- Maintain annual CPD requirements and update personal training log.
- The candidate will be responsible for their own diary management and should be able to work on their own, as well as within a team.

- The candidate will not only meet clients in the office but also have the opportunity to go out on appointments.
- Ensure all instructions and requirements are handled promptly and accurately, and maintain communication and understanding through accurate reports and summaries. This includes making file notes.
- The candidate will be able to work within Company guidelines and ensure work is fully compliant with internal as well as GFSC regulations.

Client satisfaction is a key priority in this role, and we are looking for a strong relationship builder, whose technical abilities consistently aid the retention of clients to Network.

Who will this appeal to?

The candidate will already be working in a similar role, maybe working for another local broker, or looking to get back into the industry. A full learning and development program will be provided including support towards CII qualifications.

We are interested in proactive, customer-focused people where relationship building is key and the clients best interests are at the forefront of every decision.

The role is part time and we can be flexible when the hours are worked. Note we are a retail office, so the hours would be set per week and ideally worked between 9am and 5pm.

We are looking for a minimum of 15 hours, but due to our growth we can consider additional hours and it might be the role could be full time in due course, should this be of interest.

What will the candidate need?

- Cert CII or above – preferred, but not essential as training will be provided.
- Excellent interpersonal skills - both on the telephone and face to face.
- Able to work on your own initiative.
- Excellent presentation and communication skills.
- Good administration skills.
- Good organisational skills - ensuring company processes and procedures are put in place.
- Results focussed.
- Customer Service oriented.
- Proactive and positive.
- Flexible and able to work as part of a team.
- A Clean Driving License

The Package

Salary is negotiable depending on experience and there is a defined career path with responsibility being given at an early stage. The role benefits from a decent basic salary, death in service cover, healthcare benefit & holiday entitlement that increases with service.