

# Trainee Claims Handler

Position: Claims Handler

Contract Term: Permanent

Weekly Hours: 35 hours per week

Hours of Work: Monday- Friday, 9am to 5pm    Location: Deakins Park, Blackburn Road, Egerton, Bolton, BL7 9RW

Salary: From £19,838.00 Depending on experience

## About us:

We are a reputable general insurance business authorised and regulated by the Financial Conduct Authority. We are currently seeking an experienced Senior Motor Claims Handler to join us on a full-time and permanent basis in our busy office just on the outskirts of Bolton (hybrid working will be considered). If you are an experienced Motor Claims Handler and are seeking a new challenge with a forward-thinking company that will fully support your career progression and reward your achievements, this could be exactly what you are looking for!

## Key Responsibilities :

- Handle First Notification Motor Claims
- Manage a varied caseload of claims via telephone and written correspondence
- Effectively prioritise own claims portfolio and team responsibilities
- Act as point of contact for Policyholders and Brokers
- Identify and refer fraudulent activity and any questionable underwriting
- Deliver a consistently outstanding level of service to all parties involved
- Adhere to company and regulatory policies and guidelines at all times

## Skills and Experience:

- Trainee level applicants with office-based customer service experience will be considered
- CII Certificate or willing to work towards this (supported by the company)
- Strong customer service and computer skills
- Minimum 5 GCSE passes at Grade C or above including English and Maths
- Applicants must have minimum 2 years' motor claims experience for a higher end of the salary

## The Benefits:

- Generous holiday allowance increasing with length of service.
  - Birthday day off and half-day off for seasonal shopping.
  - Holiday sell scheme.
  - Contributory Pension Scheme
  - Discounted sports and social activities
  - Support with industry-relevant qualifications
  - Free on-site parking
  - Casual dress code, free allocation of branded clothing.
  - Breakfast cereal provided.
  - Cycle to work scheme.
  - A cash bonus for going above and beyond.
  - Trained mental health & first-aid staff on-site.
- Plus, much more!