

# Vehicle Damage Assessor

**Contract :** Permanent

**Location:** Deakins Park, Blackburn Road, Egerton, Bolton, BL7 9RW

**Hours:** 35 hours per week

**Hours of work:** Hours of Work: Monday-Friday, flexible working patterns, hybrid working options, full.

**Salary:** From £35,000 dependent on experience and qualifications.

## About us:

Currently we are seeking an experienced Motor Image Engineer to join our Internal Motor Engineers Unit on a full-time and permanent basis at our friendly office in Bolton. If you have experience as an Estimator or are currently a Motor Image Engineer and are seeking a new challenge with a forward thinking company, who will fully support your career progression and reward your achievements whilst working with multiple prestigious clients this could be exactly what you are looking for!

## The Job:

- Assess, negotiate and authorise vehicle damage repair estimates using in-house image and Audatex estimating systems
- Assess and negotiate vehicle total loss settlements
  - Manage customer expectations and potential problems, preventing escalation into complaints
  - Monitor performance of Approved Repairers; recognising potential areas of improvement
  - Relationship building/liaison with Approved Repairers
- Provision of technical services and support to claims handling teams
- Commitment to high standards of customer service and to meeting service level agreements and departmental objectives and targets

## About you:

Your skills and experience will include;

- Recent experience as an Automotive Engineer Assessor, Independent Assessor or as a body shop Vehicle Damage Assessor.
- ATA VDA Accreditation/IMI, IAEA, AQP qualifications or working towards will be advantageous.
  - Knowledge and understanding of accident repair methods, vehicle valuations and accident damage estimating.
  - Experience of using Audatex and Glassmatix systems
- Numerate and PC Literate (e.g. Excel, Word, Outlook etc)
- Strong interpersonal, organisational and negotiating skills
  - Flexible and able to manage multiple demands and changing priorities
- Ability to work effectively in a team; happy to assist others and to work towards team targets

## 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!



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[hr@brokerdirect.co.uk](mailto:hr@brokerdirect.co.uk)

## Trainee Proficient Services Customer Assistant

**Contract :** Permanent

**Location:** Deakins Park, Blackburn Road, Egerton, Bolton, BL7 9RW

**Hours:** 35 hours per week

**Hours of work:** Monday-Friday, flexible working patterns, hybrid working options.

**Salary:** From £19,838.00 dependent on experience and qualifications.

### About us:

We are a reputable general insurance business authorised and regulated by the Financial Conduct Authority. We are currently seeking a trainee Broker Service Advisor to join us on a full-time and permanent basis in our busy office just on the outskirts of Bolton.

### The Job:

- Provide point of contact for any incoming partner queries and ensuring these are actioned as appropriate, providing technical advice, support and assistance within defined authority limits via telephone and email.
- Ensure timely allocation of tasks within department, company and FCA guidelines.
- Sorting and distributing incoming mail and scanning the post to the appropriate folder.
- Maintain and update internal database system as required.
- Communicate and record issues accurately to Software Houses or colleagues as required.

### About you:

- Strong commitment to customer service.
- Effective and clear communication, telephone and listening skills.
- Ability to work effectively in a team environment, happy to assist others with workload where necessary and to work towards team targets.
- Organisational skills
- At least 5 GCSE passes at Grade C or above (or equivalent e.g., NVQ Level 2) to include English and Maths.

### 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!

# Collision Care Advisor.

**Contract :** Permanent

**Location:** Deakins Park, Blackburn Road, Egerton, Bolton, BL7 9RW

**Hours:** 35 hours per week

**Hours of work:** Shifts to cover Monday- Friday 8.30am-6pm (1 Lieu day) and 1 in 4 Saturday 9am-1pm

**Salary:** From £22,500.00 dependant on experience.

## About us:

We are currently seeking a Collision Care Advisor to join us on a full-time and permanent basis in our busy office just on the outskirts of Bolton.

If you are an experienced dynamic Customer Advisor or 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!

We are a reputable general insurance business authorised and regulated by the Financial Conduct Authority.

## About you:

You will be a customer services professional, articulate, concise and able to work to deadlines with an excellent telephone manner.

You will need to work closely with colleagues, internal and external partners/suppliers to ensure the delivery of a full support service to our Motor Manufacturers customers.

You will be agile at finding solutions to meet the demands of prestige customers.

You will be required to work flexibly and be adaptable to the department's business needs and requirements.

You will enjoy working as a team.

## The Job:

This role represents an opportunity to be part of a successful and dynamic department dealing with a new partner which is set for expansion over the coming months.

The team will respond to connected car collision alerts, problem solving for the Client on behalf of the Motor Manufacturer whose reputation is in your hands at the point of need.

You will be in at the beginning, on the ground implementing best in class service and fulfilment in line with the partners requirements.

Emphasis is on proactive client liaison, problem solving and dealing with prestige customers.

### Key Responsibilities Include:

- Provide point of contact for incoming vehicle collision alerts
- Assess the fulfilment solutions applicable to the situation
- Apportion liability
- Invoicing and Credit Control of suppliers
- Manage the Customers full expectations
- Keep Customers and other Key Stakeholders fully updated
- Consistently provide outstanding customer service, ensuring the process is as stress-free as possible for the customer
- Investigate complaints

### Skills and Experience:

- Applicants must have substantial experience in customer service.
- CII Certificate or willing to work towards this
- Strong Organisational and Computer skills
- Minimum 5 GCSE passes at Grade C or above including English and Maths

## 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!



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# Experienced Claims Handler.

**Contract:** Permanent

**Location:** Deakins Park, Blackburn Road, Egerton, Bolton, BL7 9RW

**Hours:** 35 hours per week

**Hours of work:** Hours of Work: Monday-Friday, flexible working patterns, hybrid working options.

**Salary:** From £22,000.00 dependant on experience.

**Benefits:** Support with relevant industry Qualifications, Sociable Hours, Free Parking and much more!

## About us:

Broker Direct plc are a reputable general insurance business authorised and regulated by the Financial Conduct Authority. Due to internal promotions, we are currently seeking experienced Motor Claims Handlers to join us on a full-time and permanent basis in our busy office just on the outskirts of Bolton (Egerton). If you have the experience of handling First Notification or Third Party claims and are seeking a new challenge with a forward thinking company who will fully support your career progression and reward your achievements, this could be exactly what you are looking for!

## About you:

**Skills and Experience:**

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

## 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
- Always adhere to company and regulatory policies and guidelines
- Minimum 5 GCSE passes at Grade C or above including English and Maths

## 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!



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# Senior Claims Handler - PI

**Contract:** Permanent

**Location:** Deakins Park, Blackburn Road, Egerton, Bolton, BL7 9RW

**Hours:** 35 hours per week

**Hours of work:** Hours of Work: Monday-Friday, flexible working patterns, hybrid working options.

**Salary:** From £26,000.00 dependant on experience.

**Benefits:** Support with relevant industry Qualifications, Sociable Hours, Free Parking and much more!

## 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!

## About you:

- Applicants must have a minimum 4 years' motor claims experience
- CII Certificate or willing to work towards this (supported by company)
  - Strong customer service and computer skills
- Minimum 5 GCSE passes at Grade C or above including English and Maths

## Key Responsibilities:

- **Manage a varied caseload of domestic claims through to final settlement**
  - **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**

## 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.
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# Collision Care Team Leader.

**Contract :** Permanent

**Location:** Deakins Park, Blackburn Road, Egerton, Bolton, BL7 9RW

**Hours:** 35 hours per week

**Hours of work:** Shifts to cover Monday- Friday 8.30am-6pm (1 Lieu day) and 1 in 4 Saturday 9am-1pm

**Salary:** From £29,000.00 dependant on experience.

## About us:

We are currently seeking a Collision Care Advisor to join us on a full-time and permanent basis in our busy office just on the outskirts of Bolton.

If you are an experienced dynamic Customer Advisor or 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!

We are a reputable general insurance business authorised and regulated by the Financial Conduct Authority.

## About you:

The Team Leader must be competent in all aspects of customer service, be highly organised and used to working to deadlines. The position requires leadership and general management skills along with the ability to work in and create a cohesive team environment. The Team Leader would be required to work flexibly and be adaptable to the department's business needs and requirements.

The role will involve managing the team on a day to day basis and assisting members of the team; consequently, the Team Leader must have significant experience.

## The Job:

This role represents an opportunity to be part of a successful and dynamic department dealing with a new partner which is set for expansion over the coming months.

The team will respond to connected car collision alerts, problem solving for the Client on behalf of the Motor Manufacturer whose reputation is in your hands at the point of need.

You will be in at the beginning, on the ground shaping and implementing best in class service and fulfilment in line with the partners requirements.

Emphasis is on proactive client liaison, problem solving and dealing with prestige customers. Success will lead to growth and expansion.

### Key Responsibilities Include:

- Provide point of contact for incoming vehicle collision alerts
- Assess the fulfilment solutions applicable to the situation
- Appoint Suppliers
- Manage Invoicing and Credit Control
- Manage the Customers full expectations
- Keep Customers and other Key Stakeholders fully updated
- Consistently provide outstanding customer service, ensuring the process is as stress-free as possible for the customer
- Manage complaints at all levels with confidence

### Skills and Experience:

- Applicants must have substantial experience in customer service.
- CII Certificate and willingness to progress
- Strong Organisational and Computer skills
- Minimum 5 GCSE passes at Grade C or above including English and Maths

## 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.
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# Third Party Claims Handler.

**Contract :** Permanent

**Location:** Deakins Park, Blackburn Road, Egerton, Bolton, BL7 9RW

**Hours:** 35 hours per week

**Hours of work:** Hours of Work: Monday-Friday, flexible working patterns, hybrid working options.

**Salary:** From £24,000.00 dependant on experience.

## About us:

We are seeking an experienced Third Party Motor Claims Handlers to join us in our friendly office in Bolton. If you have the experience of handling first notification or third party claims and are seeking a new challenge with a forward thinking company who will fully support your career progression and reward your achievements, this could be exactly what you are looking for!

We are a reputable general insurance business authorised and regulated by the Financial Conduct Authority.

## About you:

Your skills and experience will include:

- Excellent customer service and computer skills
- An active listener, able to build relations
- Display great attention to detail
- Must have a minimum of six-months experience in motor claims
- Hold a CII Certificate or willing to work towards the qualification
- Passed GCSE Grade C or above in English and Maths

## The Job:

- **The role will involve all aspects of Third-Party Vehicle Damage and Property Damage Claims**
- **Effectively prioritise own claims portfolio and team responsibilities**
- **Liaise with different departments to establish liability, including your own investigations**
- **To handle complex files such as Liability and High Value cases**
- **Liaise with Solicitors, Insurers and accident management companies**
- **Identify and refer fraudulent activity**
- **Deliver a consistently outstanding level of service to all parties involved**

## 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.
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# Sales & Broker Admin Support

**Contract :** Permanent

**Location:** Atria, Spa Road, Bolton.

**Hours:** 35 hours per week

**Hours of work:** Hours of Work: Monday-Friday, flexible working patterns, hybrid working options.

**Salary:** From £22,000.00 dependant on experience.

## About us:

BD Elite has been a trusted supplier to UK insurance brokers for several years. Providing innovative total claims management, along with essential aftercare support for broker client's following a motor incident. BD Elite offers a diverse product range of personal and commercial add-on insurance policies.

## 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!

## About you:

- Evidence of flexible, "can do" attitude; self-motivated and willing to maximise personal contribution to the role, departmental and overall organisational objectives.
- Strong commitment to customer services and service level agreements/targets.
- Strong organisational and personal planning skills; self-disciplined approach to work.
- Effective and clear communication, telephone, presentation and listening skills - ability to build relationships and credibility with staff and own manager.
- Ability to work to individual targets and timescales with dedicated autonomy when required.
- Confident at negotiating with an ability to influence outcomes.
- Flexibility and ability to manage multiple demand and changing priorities - able to handle change and embrace new ideas.
- Ability to work under pressure and to targets and objectives.
- Ability to work effectively in a team environment, happy to assist others with workload where necessary and to work towards team targets.
- Takes proactive approach to development areas - both personal and for the department.

## Knowledge & Qualifications::

- Experience working in a customer service and business administration environment.
- Experience of working in either account management/tele-sales environment and/or with insurance brokers/insurance industry.
- Experience of Full Claims Management (preferable but not necessary).
- Ability to mentor and coach staff.
- At least 5 GCSE passes or above (or equivalent e.g. NVQ Level 2) to include English and Maths. Numerate.
- PC Literate - for example experience of MS Word, Excel, Access, PowerPoint and Outlook.



# Sales & Broker Admin Support

## The Role:

- Administrative Support.
- Appointment Making/Diary Management:
- Provide tele-sales support to the Account executives to include both new business appointments and existing business appointments.
- Work closely with the Account Executive to fulfil their diary with appointments to maximise opportunities.
- Assist Account Executives with follow-up calls/mail shots to generate new business opportunities.
- Coordinate and manage the follow up of any mail shot activities for new product launches, new business opportunities, BDElite news to both new and existing brokers.
- Internal Account Handling/Broker Performance:
- Assist the Account Executive with the account handling of designated portfolio of broker accounts to ensure broker retention, growth and profitability primarily via telephone contact.
- Assist the Account Executive with the preparation of terms and agreements.
- Provide point of contact for any incoming broker query or complaints and ensuring these are actioned as appropriate in line with the company complaints process.
- Ensure SLA's are achieved and where necessary liaise with the Head of Operations so any issues are resolved in a timely manner to the brokers/clients satisfaction.
- Answer broker queries on all BDElite products to include the different transactional platforms available.
- Liaise with the Head of Operations to ensure that all account development actions, SLA's are maintained according to the plans.
- Ability to review and understand the detail within the broker MI relating to broker performance and profitability.
- Assist with the awareness of all products and services that are available.
- Administrative Support:
- Maintain high standards of customer service.
- Assist with weekly account summary notes and ensure all actions are completed.
- Compile competitor information with a view to highlight any trends/changes within the market industry.
- Organise stationery orders for brokers, ensuring deliveries are to the agreed timescales.
- Ensure broker sales are submitted on a monthly basis for all products.
- Provide assistance to the broker for all BDElite accounting queries.
- Ensure all broker MI is produced within the agreed timescales.
- Provide administrative support to the BDElite Account Managers and Claim Handlers when required.
- Help to keep accurate internal reports on department activity.
- Review broker MI monthly and performance, suggesting possible amendments to commercial terms if required.
- Deal with any potential problems in order to prevent escalation into a complaint.
- Assist the claims team with call overflow and administrative support when required.
- Marketing and Promotions:
- Assisting with the development of promotions and products.
- Assist with the mail shots to both existing and new brokers in line with promoting current and new products.
- Proactively contacting existing brokers via telephone to promote products and services.
- Actively follow up all mail shots to brokers ensuring following contact is made to all brokers.
- Assist brokers with marketing advert pages on branded literature.
- Help to provide new ideas on how to improve the profitability of all products.
- Inputting and updating the BDElite System keeping accurate data at all times.
- Help maintain adequate stock of all Broker literature.
- Targets:
- Monitor/achieve the department/personal targets and objectives on a weekly/monthly basis.
- Training:
- To undergo training of the BDElite Internal Business Development Department.
- Willingness to progress towards further relevant professional qualifications.
- Undertake any other duties reasonably required as deemed appropriate.
- Compliance & Health and Safety:
- Continuing awareness and compliance with FCA, Health and Safety, other regulatory and Carrier requirements.
- Gain knowledge of CMR (Claims Management Regulator) rules and regulations.