

Motor Claims Third Party Damage Credit Hire and Liability Team Leader.

Contract : Permanent

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

Hours: 35 hours per week - Full time Permanent.

Hours of work: Monday-Friday in office role.

Salary: £35,000.00 dependent on experience and qualifications.

About us:

We are a reputable general insurance business authorised and regulated by the Financial Conduct Authority. Due to business growth, we are currently seeking a highly competent Motor Claims professional to join us on a full-time and permanent basis in our busy office just on the outskirts of Bolton (Egerton). This position is ideal for someone who has gained senior level experience in all aspects of Motor Claims and is looking for the next step up in their career with a forward-thinking company who will fully support your career progression and reward your achievements!

Key Responsibilities :

- Provide point of contact for any incoming carrier, cover holder or broker query or complaints and ensuring these are actioned as appropriate
- Maintain high standards of customer service
- Provide a courteous approach to all customers
- Ensure timely allocation of tasks within department, company and FCA guidelines.
- Keep Brokers, Customers and other Key Stakeholders fully updated throughout the claim
- Manage complaints at all levels with confidence with minimum assistance from Head of Claims /Director of Operations.
- Consistently provide outstanding customer service, ensuring the claims process is as stress-free as possible for the policy holder.

Leadership:

- Coach and mentor staff providing the relevant training as part of that role
- Provide support and advice to junior staff on a daily basis
- Monitor the departments workload, prioritise staff tasks and ensure no backlog is allowed to develop
- Chair team meetings, promote positivity and pro-activity where required
- Complete team reports, provide MI to Managers, Department heads and Directors as needed
- Manage effective team audits and feedback; promote the development of team members.
- Assist with the recruitment and selection activity for the department. To work alongside HR department to ensure positions are filled promptly.
- To advise and work with HR department to apply practical performance management solutions and to ensure that individual performance issues are dealt with in a timely, professional and legal manner
- To provide a balanced approach to issues of conduct or capability by ensuring that employees are treated with fairness and consistency in line with the Company culture and procedures.
- To complete employee appraisals and associated paperwork in a timely manner- Represent the company in a professional way.

Skills and Experience :

- Experience of working in Motor Claims and/or insurance background
 - Must have substantial experience in a Senior Claims position as a minimum
 - CII Certificate of Insurance
 - Dip CII (or working towards) would be advantageous
 - Proven ability to mentor, coach and manage staff
 - Strong customer service and computer skills
- Minimum 5 GCSE passes at Grade C or above including English and Maths

Technical:

- Have experience of dealing with claimants' vehicle and credit hire claims, including both pre-litigation matters, point of contact for Delegated Authority matters, and some Non-Delegated matters
- Demonstrate expert knowledge and appropriate arguments and case law in respect of credit hire claim, be able to demonstrate this in claims negotiations, including training and mentoring others in the same practice, plus liaison with Claims Trainer where appropriate
- Ability to identify Indemnity and Fraud as needed and also liaise with company Fraud Controller as required
- Manage own small portfolio of complex claims plus team referrals and responsibilities
 - Have previously handled complaints and aware of FOS handling guidelines
 - Ensure that all matters are handled in accordance with company guidelines
- Be prepared to manage handler's portfolios and assist where needed with claims, post, and, telephones to settle claims as per company processes.

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!



Send your CV to :
hr@brokerdirect.co.uk