

Motor Claims Handler

Type: Full-time, Permanent

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

Hours: 35 hours per week

Hours of work: Monday-Friday 8.30am - 6pm & 1 in 4 Saturday's 9am-1pm
(Flexible working patterns available).

Salary: From **£22,500** dependent on experience.

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



Broker Direct plc are a reputable general insurance business authorised and regulated by the Financial Conduct Authority. Due to internal promotions and expansion, 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 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!

Key Attributes and Skills:

- Excellent customer service and computer skills are essential.
- Must be an active listener, able to build relationships effectively.
- Display great attention to detail in all tasks.
- Applicants must have a minimum of 2 years' motor claims experience for the higher end of the salary range.
- CII Certificate or the willingness to work towards this certification (supported by the company).
- Passes at Grade C or above, in English and Maths or equivalent.

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

The Benefits:

- Increased holiday allowance 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.
- 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

