

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 to Friday, 9am-5pm (Flexible working patterns available).

Salary: From **£23,625.00** dependent on experience.

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



Broker Direct plc is a reputable general insurance business, authorised and regulated by the Financial Conduct Authority. Due to internal promotions and continued expansion, we are currently seeking experienced Accidental Damage Claims Handlers to join us on a full-time, permanent basis at our busy office located on the outskirts of Bolton (Egerton).

If you have experience handling First Notification of Loss (FNOL) and Accidental Damage claims, and you're looking for a new challenge with a forward-thinking company that fully supports your career development and rewards your achievements, this could be the opportunity you've been waiting for!

Key Responsibilities:

- **Handle FNOL and Accidental Damage Claims:** Manage incoming claims from customers, capturing accurate details and progressing them efficiently.
- **Manage a Caseload:** Oversee a range of claims through both phone and written communication, ensuring each case is handled professionally.
- **Prioritise Workload:** Balance personal claims and team responsibilities to meet deadlines and service standards.
- **Main Point of Contact:** Communicate clearly with policyholders and brokers, offering updates and guidance throughout the claim.
- **Identify Fraud:** Detect and escalate any suspicious activity or questionable underwriting for further investigation.
- **Provide Outstanding Service:** Ensure all parties receive a professional, helpful, and consistent experience.
- **Follow Guidelines:** Comply with all internal policies and external regulatory requirements at all times.

Key Attributes and Skills:

- **Excellent Customer Service and Computer Skills:** Confident in providing professional, helpful support while using a variety of computer systems efficiently.
- **Active Listening and Relationship Building:** Skilled at listening attentively and building positive relationships with customers and colleagues.
- **Attention to Detail:** Demonstrates a high level of accuracy and care in all aspects of work, from communication to claims handling.
- **Motor Claims Experience:** A minimum of 2 years' motor claims experience is required to be considered for the upper end of the salary range.
- **Commitment to Professional Development:** Holds or is willing to work towards the CII Certificate, with full support from the company.
- **Minimum Qualifications:** GCSEs (or equivalent) at Grade C/4 or above in English and Maths, demonstrating sound literacy and numeracy skills.

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!

We're passionate about building a diverse and inclusive workplace where everyone feels welcome, respected, and supported to grow. At Broker Direct, we believe in creating an environment where everyone feels valued and empowered to succeed. If you're motivated, a great communicator, and eager to learn, no matter your background or experience.

If you think you'd be a great fit, we'd love to hear from you.

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



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