

Third Party 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 9am - 5pm, Flexible working patterns available.

Salary: From **£24,150.00**, 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 third-party claims handlers to join us on a full-time or part-time, permanent basis in our busy office, located just on the outskirts of Bolton (Egerton).

If you have the experience of handling Third Party claims or credit hire 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 Responsibilities:

- **Handle Third-Party Vehicle and Property Damage Claims:** Manage all aspects of third-party claims, including investigation, negotiation, and resolution.
- **Prioritise Workload and Team Duties:** Organise your own caseload effectively while supporting wider team responsibilities.
- **Investigate Liability:** Work with other departments and conduct your own investigations to determine fault and liability.
- **Manage Complex Files:** Handle more advanced cases, including high-value claims and those with liability disputes.
- **Work with Credit Hire Claims:** Assess and manage credit hire aspects of claims, including validation, negotiation, and challenge of excessive hire charges.
- **Liaise with External Parties:** Communicate clearly and professionally with solicitors, insurers, and accident management companies.
- **Identify Fraud:** Recognise and escalate any potentially fraudulent activity for further review.
- **Provide Excellent Service:** Maintain a consistently high level of service and professionalism with all parties involved in the claims process.

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



Please be advised that we may monitor or record calls for training purposes or to improve the quality of our service. Broker Direct Plc is registered in England. No. 2958427. Registered office: Deakins Park, Deakins Mill Way, Egerton, Bolton, BL7 9RW. Authorised and regulated by the Financial Conduct Authority. Our firm's reference number is 307607. Registrations recorded on www.fca.org.uk

