

CLAIMS ASSESSOR

LOCATION: Between Harrogate and York, YO26 9SS

hybrid working available (within the UK)

37.5 hours per week

Own transport required

SALARY: Between £25,500 - £29,500 per annum based on experience

BENEFITS:

- Up to 33 days' holiday inc Bank Holiday plus long service increase (FTE)
- Family friendly benefits
- Private Health Insurance
- Free staff gym
- Free parking
- Onsite kindergarten (discounted fees available)
- Staff policy discount
- Workplace pension scheme

WHO WE ARE

The Insurance Emporium protects many of the passions that make our lives so rich. Whether it's your pets, horses, caravans or more, our insurance products are designed to work for you as an individual.

Winners of 'Insurer of the Year' at the Yorkshire Financial Awards three years in a row. The recognition doesn't stop there; the Moneyfacts Consumer Awards 2024 saw us crowned winners of the 'Best Claims Service' category! In fact, we've scooped up over 20 awards in the last 5 years.

Want to join an award-winning Team?

WHO WE ARE LOOKING FOR

It would be advantageous if you have worked within the insurance sector/financial sector previously, but that's not as important as possessing these skills:

- team player - team spirit should be the cornerstone of your professional approach
- exceptional communication - both verbal and written & finely tuned interpersonal skills
- meticulous attention to detail - unwavering commitment to detail
- impeccable organisation - ability to organise tasks/work to optimise efficiency
- masterful time management - adept at managing time, working to targets/deadlines
- dedicated work ethic - you can thrive in a fast paced and busy working environment
- policy expertise - to learn, understand and interpret our policy wordings

- customer service – ability to provide excellent customer service, first time, every time
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WHAT THE ROLE ENTAILS

Reporting to a Claims Team Lead the role will be focussed on:

- handling varied, niche Insurance Claims both verbally and in writing.
 - ensuring all Claims are assessed efficiently and to an excellent standard
 - handling a variety of customer calls promptly, efficiently and professionally
 - responding to customer queries via email
 - developing an excellent understanding of our products, assessment and regulations
 - proactively identifying risks and trends
 - proposing innovative ideas to the Claims Team Leads
 - dedication to professional development and customer journey
 - ad hoc duties as required by Claims Team Leads and the Claims Manager
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Please note the successful candidate will be required to undergo a Basic DBS check

To apply, send your CV and cover letter to hr@emporium.co.uk.

Check out our website below:-

