



CLAIMS ASSESSOR

SALARY:

STARTING AT £22,865

REPORTING TO:

CLAIMS MANAGER & TEAM LEADERS

BENEFITS

- Up to 33 days' holiday including bank holidays plus long-service increase.
- Great flexi-time arrangement available
- Government workplace pension
- Free onsite gym
- Free parking
- Free work wear
- On site crèche
- Staff discount

INTRODUCTION

About Us:

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

Given our growth we are recruiting multiple Claims Assessors to join and strengthen our Claims Team. You will be required to ensure all claims assessment is carried out accurately and within our SLA's.

DUTIES & RESPONSIBILITIES

As a Claims Assessor, you will:

- Ensure all claims are assessed to a high standard and with efficiency, within SLA's
- Handle all customer calls efficiently and professionally and within SLA
- Compose/edit correspondence in a professional and correct manner
- Meet expected performance targets
- Be fully aware of the department procedure and product terms and conditions
- Complying with FCA and PRA rules, ABI guidance, the Data Protection Act 2018 and other regulation, legislation and industry directives as advised by your Manager
- Ensuring compliance with our Financial Crime, Anti-bribery, Whistleblowing, Compliance & Risk and Complaints Policies along with our TCF Objectives Statement
- Ensuring compliance with our Data Security & Data Governance Policy, including understanding who the ELICO Data Steward is for that data, being aware of what quality criteria or standards are applied to that data, and ensure its application, raising any deficiencies or concerns with the appropriate Data Steward, and safeguarding the integrity of the data
- Identifying risks and reporting them in line with internal procedure
- Ad hoc duties as required by Claims Team Leaders and Claims Manager



JOB SPECIFICATION

These duties are merely an outline and will include other aspects within the Department and may change subject to business demands. Any changes will be at the discretion of the Claims Manager

SKILLS AND EXPERIENCE

What you will need:

- Excellent organisational skills and interpersonal skills
- Ability to communicate clearly both verbally and in written format
- Numerate, articulate, and analytical
- Excellent time management skills in order to prioritise workload.
- Excellent attention to detail
- Ability to work under pressure and to deadlines
- Ability to work independently and as part of a team
- Worked within the insurance sector/financial sector/service sector would be advantageous
- Computer literate with keyboard skills and the ability to navigate and use a data base are essential
- Strong customer service skills are essential

Please note that successful candidates will be required to undergo a Basic DBS check