

Job Title – Claims Broker**Job ID – 189****Division – Howden, General Insurance Claims****Location – Bedford****Role Definition**

Hyperion Insurance Group is looking to recruit a Claims Broker to work within our Howden Division in Bedford office to act as an intermediary between client and insurer and to negotiate both appropriate claims settlements and to facilitate efficient claims service delivery. We are looking for a candidate with claims experience and experience of working within an insurance and client-facing environment. Ideally we are looking for a candidate with claims experience and experience of working within an insurance and client-facing environment.

Key Responsibilities / Accountabilities

- Deal with clients and producing brokers regarding notifications and claims, ensuring that products and cover best meet the client's risk requirements and business objectives
- Present claims to underwriters, dealing with queries and providing feedback to clients and insurers
- Negotiate with underwriters to ensure claims are appropriately settled in line with cover and policy terms
- Build and maintain strong relationships with internal stakeholders to ensure service delivery meets expectations and is compliant
- Develop and maintain appropriate external relationships to ensure positive results for clients and the business
- Develop and maintain awareness and understanding of market dynamics and related cycles, to ensure work activities are undertaken effectively and contribute to business growth
- Work within agreed parameters and processes, and undertakes prompt and accurate processing of collections, fee payments and other relevant data/ information on company systems in order to support high levels of client service and enable effective completion of internal processes

Skills and abilities needed to perform role

- Team player
- Good level of numeracy and literacy
- Good level of communication and interpersonal skills including, written, verbal and face to face
- Highly organised, with good planning skills
- Able to work flexibly to achieve tight deadlines/targets
- Negotiation and influencing skills
- Able to build sustainable relationships
- Able to be proactive and work on own initiative
- Emotionally intelligent - resilient and calm under pressure
- Commercial acumen
- Good decision making skills/analytical
- Able to react to change positively and productively

Knowledge and Experience

- Claims experience of working within an insurance and client-facing environment
- Excellent Customer service skills
- Understanding of London market operations would be advantageous
- Awareness of the regulatory environment and requirements
- Understanding of broking and underwriting process
- Experience in a high pressure, multi-task environment

Professional Qualifications

- GCSE Maths and English (or equivalent)
- A levels minimum (or equivalent) qualification is desirable

The company operate a stringent employee referencing and verification process when we on board new joiners (temporary or permanent), which means if you are offered a role with us we will ask you to make honest and open declarations about your past employment, qualifications, financial history and credit/debt history. It can mean that offers of employment may be withdrawn if information is found which is not satisfactory to us.

Any unsolicited CV's/candidate profiles submitted through our website or to employees of Hyperion Services Limited outside of the HR function are considered property of Hyperion Services Limited and are not subject to payment of agency fees. In order to be an approved Recruitment Agency/Search Firm for Hyperion Services Limited, a formal Hyperion Services Limited agreement must be signed by an authorised member of Hyperion Services Limited HR function. CV's must be submitted according to our candidate submission process, which includes being actively engaged on the particular search, if the candidate submission process is not followed, no agency fees will be paid by Hyperion Services Limited.