

Job Title – Claims Handler**Job ID – 190****Division – Howden, Professional Indemnity****Location – Bristol****Role Definition**

To manage Professional Indemnity claims, working to ensure an appropriate level of support for clients and insurers. To obtain the best possible claims settlements for Clients as speedily as possible, providing continued support and servicing. Provide technical expertise and advice as required. To maintain and improve our high levels of business retention

Key Responsibilities / Accountabilities

- Under direction from senior team members, ensures that clients, producing brokers and insurers are kept fully informed of developments relating to notifications and claims
- Prepares correspondence for clients and producing brokers, in order to inform decision making
- Provides assistance on specific accounts and undertakes administrative duties associated with these accounts
- Sets up new notifications/claims on relevant systems ensuring information is accurate and enables effective processing and tracking etc.
- 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 completion of internal processes
- Maintains accurate paper and electronic files, updating system records as appropriate
- Follows agreed processes and obtains appropriate approvals to ensure compliance with company policy and regulatory requirements
- Meets all competency requirements by undertaking training and following agreed principles policies, processes and procedures
- Develops strong relationships with internal stakeholders and external contacts to ensure service delivery best meets expectations and is compliant
- Occasionally meets with clients/brokers/underwriters in order to actively build relationships and ensure ongoing dialogue
- Develops and maintain awareness and understanding of market dynamics and related cycles, to ensure work activities are undertaken effectively

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
- Resilient and calm under pressure
- Commercial acumen

Knowledge and Experience

- Relevant claims experience/experience of working within an insurance and client-facing environment
- Experience of a high pressure, multi-task environment
- Good understanding general principles of insurance
- Understanding of company objectives and how own role contributes to these
- Knowledge of claims processing

Professional Qualifications

- A levels minimum (or equivalent) qualification is desirable
- Attainment of the LLMIT (the Lloyd's and London Market Introductory Test)
- Working towards or has attained ACII

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.