

Job Description

Litigation Support Executive

Location: Home/Office	Department: True
Level: Team Member	Line Manager: Team Manager

Primary Purpose and Function

To monitor the progression of assigned files by appointed solicitor in line with agreed service level agreements.

Key Accountabilities

- To monitor and progress assigned files from solicitor appointment to resolution.
- To understand the service level agreement in place with solicitor assigned to file, liaising, and chasing as needed to ensure delivery.
- To deliver individual targets to support the departments effective timely recovery of debt.
- To assist fellow team members with legal / procedural queries.
- To effectively manage the relationship between AX and the Panel Solicitors.
- To ensure effective communication with Solicitors to produce weekly file updates and prompt notification of insurers response to deadlines and court outcomes.
- To deliver individual targets set re timescales of solicitor acknowledgement negotiated settlement or initiated action, and percentage of actual recovery.
- To identify shortfalls in service level agreement, reporting repetition, serious or unresolved issues to Team Leader.
- To monitor and prioritise incoming emails and post, communicating where necessary, bringing urgent matters to the attention of the team leader.
- To acknowledge and act upon basic Solicitor and court correspondence.
- To maintain regular progress updates with Team Leader, presenting overview of file status and proactively make recommendations on issues identified.
- To conduct additional/alternative work as assigned by Team Leader to cover absenteeism or facilitate the smooth running of the department to achieve targets.
- Observing and complying with GDPR.
- To achieve objectives and targets set.
- Carry out reasonable tasks as requested by your line Manager.

Personal Specifications

- Demonstrable experience in a similar role.
- Demonstrable experience in Civil Litigation preferably RTA.

- Experience within the insurance industry ideally motor insurance.
- Demonstrable understanding of litigation process and court proceedings.
- Experience of using Proclaim would be an advantage.
- Clear verbal communication skills, persuasive and assertive.
- The ability to prioritise recognising importance and urgency.
- Clear verbal communication skills, persuasive and assertive.
- Good written communication skills, capturing a clear logical summary of situations.
- Proven judgment and decision-making skills including problem solving.
- Ability to demonstrate commercial awareness.
- Detail conscious.
- Excellent interpersonal and influencing skills.
- Adaptable, tenacious self-starter who is results orientated.
- Able to work on own initiative as well as support team and departmental goals and objectives.
- Demonstrable experience of achieving against targets.
- IT Literate, demonstrable experience of using in house computer systems.
- Results driven and tenacious.
- Demonstrate behaviour in line with Company values; Inspired to Innovate, Always Respectful, Fully Accountable, Delivering Delight.
- Experience of managing a litigated case load.