

Job Description

Claims Negotiator

Location: Home/Office	Department: TRUE
Level: Team Member	Line Manager: Branch Manager

Primary Purpose and Function

To monitor progress of assigned files by appointed Solicitor in line with agreed service level agreements.

Key Accountabilities

- To monitor the progress of 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 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 Manager.
- To monitor and prioritise incoming emails and post, communicating where necessary, bringing urgent matters to the attention of the line Manager
- To acknowledge and act upon basic Solicitor, Client and court correspondence.
- To maintain regular progress updates with the line Manager, presenting overview of file status and proactively make recommendations on issues identified.
- Carry out reasonable tasks as requested by your line Manager.
- 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
- Experience within the insurance industry ideally motor insurance
- Demonstrable understanding of litigation process and court proceedings
- 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
- Ability to prioritise and recognise importance and urgency

- 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.