

Job Description

Drafting Claims Handler

Location: Home/Office	Department: TRUE
Level: Team Member	Line Manager: Branch 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 deliver individual targets to support the departments effective timely recovery of debt and to manage the relationship between Accident Exchange and the Panel Solicitor
- To investigate claims and prepare for drafting proceedings.
- To draft court proceedings
- 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 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 or serious or unresolved issues to team leader
- To monitor and prioritise incoming email and post, communicating where necessary, bringing, 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 target.
- Observing and complying with GDPR
- Achievement of set objectives
- 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

- Ideally have a law degree and be looking to gain litigation experience.
- Ideally but not essential experience within the Insurance industry
- Understanding of litigation process and court proceedings would be advantageous.
- 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.