

## Job Description – Liability Adjuster

<b>Site/Location</b>	<b>Remote</b>
<b>Department/Business Area</b>	Liability Injury and TPPD
<b>Reports to</b>	Director of Liability Operations
<b>Salary</b>	Competitive

## About Woodgate & Clark

Woodgate & Clark has been providing a loss adjusting service to the UK insurance market for over 40 years and is one of the UK's leading loss adjusters, providing complete claims solutions to insurance providers operating in commercial, domestic, marine, and motor. The Company excels at the handling of specialist and non-standard claims. We are currently just under 400 team members across the UK and since 2015, Woodgate & Clark has been part of the Van Ameyde Group, Europe's market leader in international claims management. Van Ameyde operates across more than 30 territories through 46 operating companies, with more than 1500 team members.

To complement our adjusting services, we also have our own dedicated building repair network, Quadrassist, and provide specialist loss adjusting services in entertainment, events, and advertising through Spotlite Claims.

## The Person

As a Liability Adjuster you will be at the heart of supporting and handling a mixed portfolio of liability claims, including injury and property liability claims.

The role provides an invaluable opportunity for development within our Liability Injury and TPPD team with support from a professional and capable team. The role requires someone who is well organised, systematic in approach, motivated, receptive to positive change, and able to work to tight deadlines.

## Responsibilities

The responsibilities of the **Liability Adjuster** include (though are not limited to):

- Visit Claimants, the Insured and other parties as appropriate to investigate claims, gather evidence, interview witnesses and prepare witness statements.
- Prepare reports and comment in detail on all aspects of the claim, to include policy analysis, legal liability, quantum and any future actions.
- Prepare liability case management plans where appropriate.

- Instruct and control claim related experts such as lawyers, forensic scientists and surveyors as appropriate.
- Communicate regularly with all interested parties; prepare interim reports and appropriate related communication.
- Agree conclusion of claims to include possible settlement and prepare final reports.
- Assist development of relationships with existing and new clients.
- Assist in the development of adjusters and support staff to improve productivity and quality.
- Maintain continual professional development in any technical or legal changes which may have a bearing on a liability claim.
- Ensure compliance with regulatory requirements at all times and highlight any contravention to the Operational Support and Compliance Manager.
- Uphold Woodgate & Clark Ltd Code of Business Conduct at all times.
- You will be expected to carry out any other duties that may reasonably be required and notified to you by the Company.

## Competencies

- Customer focused
- Quality focused role – providing excellent standard of service to both internal and external customers
- Team focused – working with colleagues throughout the business
- Proactive – making sure Client service and quality standards are met
- Reactive – responding to daily workloads as dictated by customer requirements
- Handle and co-ordinate complaints and compliments
- Achievement of own performance targets
- Competent use of technology

## Personal Characteristics

- Ability to work on own initiative
- Ability to demonstrate attention to detail and analyse complex issues
- Ability to work as an individual and as part of a team
- Excellent customer service and communication skills
- A positive attitude and a proactive approach to solving problems
- Able to co-ordinate a variety of actions concurrently
- Ability to work to given targets
- Flexible approach – the jobholder will be required to travel throughout the UK as appropriate.

## Skills and Experience (E: essential, D: desirable)

- Extensive relevant liability adjusting experience (E)
- Strong Client relationship building, report writing and communication skills (E)
- Excellent customer service, organisational & planning skills (E)

## Education and Qualifications (E: essential, D: desirable)

- ACII or ACILA or other relevant professional qualification (D)