

## Job Description – Liability Injury Claims Handler

|                                 |                                  |
|---------------------------------|----------------------------------|
| <b>Site/Location</b>            | <b>Birmingham</b>                |
| <b>Department/Business Area</b> | Liability Injury                 |
| <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 Injury Claims Handler you will be at the heart of delivering customer focused proactive claims handling to a consistently high standard.

The role provides an invaluable opportunity for development within our Liability Injury 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 Injury Claims Handler** include (though are not limited to):

- Receive and review new claims against applicable policy and schedule.
- Update and maintain accurate reserves throughout claim life.

- Review technical report, quotations/invoices and updates and provide instructions as required, within approved authority level, to policyholder/broker/supplier in accordance with client requirements.
- Refer to peers on all claims above authority levels and record referral action point on claim.
- Escalate cases to Insurers and Liability Operations Director, where potential or reserve is over authority limit, repudiations, policy avoidance and complaints in accordance with company & client requirements.
- Ensure fees applied are accurate and in accordance with Client requirements.
- Review and maintain accurate data on Tracker throughout life of the claim.
- Develop strong working relationships with clients to support changes and modifications to Client requirements.
- Strive to achieve good end customer experience with excellent communication, guidance and signposting throughout the life of the claim. Ensure TCF principles are applied.
- 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.

## Competencies

- Customer focused – providing quality service to both internal and external customers
- Team focused – working with colleagues throughout the business
- Compliance – making sure KPI's and SLA's are met
- Proactive – responding to daily workloads as dictated by customer requirements
- Handle and co-ordinate complaints and compliments
- Manage and respond to complaints and compliments
- Achievement of targets

## Personal Characteristics

- Ability to work on own initiative
- Ability to demonstrate attention to detail
- 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

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

- Experience of managing liability claims from cradle to grave (E)

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

- CII and or CILA certified qualification or similar (D)