

Job Description – Motor Claims Administrator (FNOL)

Site/Location	Bromley/Hybrid
Department/Business Area	FNOL
Reports to	FNOL and Recoveries Team Leader

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

We are looking for an experienced Motor Claims Administrator to undertake intake of new claims notifications and data entry into a claims database. The role will include management of incoming communications into the business as well as some interaction with policyholders and customers relating to various motor claims functions including FNOL and recovery.

The role provides an invaluable opportunity for development within Operations with support from a professional and capable team. The role requires someone who demonstrates excellent attention to detail, can work well as part of a team but also on their own initiative, has excellent customer service and communication skills and can work to given targets whilst checking the quality and accuracy of their own work.

Responsibilities

The responsibilities of the **Motor Claims Administrator (FNOL)** include (though are not limited to):

- Validates accuracy of information and data contained in paper or digital communications and new claims.

- Undertakes data input and intake of new claims notifications.
- Triage incoming communications from mailboxes.
- Allocates paper and digital communications to correct records.
- Receives incoming telephone calls and deals with enquiries promptly.
- Makes outgoing telephone calls in association with claims needs.
- Uploads CCTV to claim files.
- Maintains a clear and organised work environment.
- Performs tasks, duties and responsibilities autonomously.
- Undertakes any other tasks, duties or responsibilities as instructed.
- Ensure compliance with regulatory requirements at all.
- 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.

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

- Experience of administration in a claims environment (E)
- Intermediate Microsoft Office skills (E)
- First Notification of Loss experience (E)
- Proactive, positive and quality-focused (E)
- Takes personal responsibility for own objectives i.e. sets priorities, schedules work, monitors progress and rearranges as required (E)
- Uses initiative to act on opportunities (E)
- Anticipates problems and takes preventative action (E)

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

- English & Mathematics GCSE (E)