

Job Description – Adjuster Support Technician

Site/Location	Hybrid
Department/Business Area	Commercial
Reports to	Adjuster Support Technician 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

As an Adjuster Support Technician, you will be at the heart of supporting the Major Loss and Liability areas of the business. The role will provide support to adjusters predominantly working on major loss and liability claims and will involve training, for those wishing to develop into an Adjuster Technician with claim handling responsibilities.

The role provides an invaluable opportunity for development within Operations department with support from a professional and capable team. The role requires someone who can work on their own initiative, who has good attention to detail and excellent customer service and communication skills. The person will work well in a fast-paced environment and comply with KPIs and SLAs with a positive attitude and a proactive approach to solving problems.

Responsibilities

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

- Provide administrative support to adjusters.
- Carry out specific tasks on claims as directed by the owning adjuster.

- Assist with the preparation of reports, which will involve typing and formatting reports.
- Liaise with experts such as lawyers, forensic scientists, surveyors, damage mitigation and other parties as appropriate.
- Assist management of adjuster's claim diaries and where applicable issue file reviews to policyholders and Insurers.
- Manage adjusters' mailboxes when they are on leave.
- Maintain continual professional development in any technical or legal changes.
- 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 supporting adjusters in an administrative role (E)
- Strong communication skills (E)
- Excellent customer service, organisational & planning skills (E)
- Audio and touch typing skills (E)

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

- CII and / or CILA qualifications or willingness to take professional qualifications to progress career into technical roles (D)