

## Job Description – DCA Claims Technician

|                                 |                                                       |
|---------------------------------|-------------------------------------------------------|
| <b>Site/Location</b>            | Hybrid or Remote, attached to the West Malling office |
| <b>Department/Business Area</b> | DCA Operations                                        |
| <b>Reports to</b>               | DCA Operations Manager                                |

### 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

The DCA Claims Technician is part of the DCA operations team who allocate, monitor, handle and authorise claims in line with our client service level agreements and delegated authority levels.

The role provides an invaluable opportunity for development within Operations with support from a professional and capable team. The role requires someone who is flexible and resourceful, able to deal with people in a compassionate manner, and someone who is a proactive problem solver with a strong customer focused work ethic.

### Responsibilities

The responsibilities of the DCA Claims Technician include (though are not limited to):

- Manage claims from cradle to grave, making accurate policy engagement and coverage decisions, including scheme binder data validation.
- Keep fully up to date on client requirements, technical or legal changes, which may have a bearing on a claim, including GDPR compliance
- Maintain accurate reserves and data accuracy throughout a claim's life

- Review technical reports, quotations, invoices and updates and provide instructions as required to policyholder, broker, supplier in accordance with client requirements
- Refer all claims above authority levels and record referral action on the claim
- Escalate to Insurers and DCA Operations manager cases where potential or reserve is over DA limit, repudiations, policy voidance and complaints in accordance with company & client requirements
- Ensure fees applied are accurate and in accordance with Client requirements
- Develop strong working relationships with Clients to support changes and modifications to requirements
- Achieve a good customer service 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 Head of Risk and Compliance
- 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)

- Intermediate to advanced cradle to grave commercial claims experience within the sector (E)
- Working knowledge of insurance principles, policy interpretation and regulatory compliance (E)
- Experience within DCA Operations (D)
- Excellent communication skills (E)
- Self-motivated and accountable (E)
- A high degree of accuracy and technical application (E)
- Able to adapt and respond appropriately to challenging situations (E)
- Organised and efficient, with an ability to prioritise and manage workloads (E)
- Strong negotiation skills (E)
- Able to work on sensitive claims, when required, with ethical and professional standards (E)

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

- CII and/or CILA qualification (D)