QuestGates Careers and Vacancies

JOB TITLE: **Claims Handler**

DIVISION: **CCS**

OFFICE: **Bolton or Birmingham**

We are looking to recruit a Claims Handler within our Third-Party Services – CCS Division, based in either our Bolton or Birmingham office. This will be on a Hybrid contract with at least 10 days per month in the office.

The role involves using your technical knowledge and experience to proactively case manage, negotiate, and settle a variety of EL/PL and Personal Accident claims, as licensed, in compliance with prevailing client requirements and service standards.

To be successful in the role you will need to demonstrate a commitment to innovation and a determination to provide a market leading service and product on behalf of QuestGates.

Key Skills:

- Excellent degree of knowledge of EL/PL and Personal Accident-related claims and principles
- Excellent degree of knowledge of the MoJ Portal process, including all key milestones and an awareness of the consequences of allowing claims to exit the Portal process
- Excellent communication skills, both oral and written
- Excellent case management and negotiation skills
- Good degree of IT competency and literacy
- Good attention to detail and data accuracy
- Demonstrate personal and professional integrity and lead by example
- Ability to work and contribute positively as part of a team and in isolation
- Ability to work accurately under pressure, adhering to deadlines and service standards
- Cert CILA / Cert CII qualified desirable
- Minimum 5 years EL/PL claims handling experience for insurer and/or corporate clients

The role involves:

- To demonstrate a high level of technical quality and service delivery
- To provide exceptional customer service at all times
- To participate positively and constructively as a team member, sharing knowledge and providing feedback and suggestions
- Using your understanding of legal principles and case law relevant to EL/PL claims to achieve correct technical outcomes in the best interests of the client
- To communicate effectively and proactively with all relevant parties by the most effective and expeditious means, prioritising the use of telephone contact, ensuring that claims are proactively managed
- Providing support to our customers, including participation at periodic claims review meetings when required
- The investigation and settlement of EL/PL and possibly Personal Accident claims, involving both personal injury and property damage, including appropriate consideration of all aspects of policy coverage, legal liability, reserve management and quantum
- Utilisation of internal resources to support the investigation of claims as appropriate, enabling you to make timely and accurate decisions in compliance with client and legal requirements
- To ensure adherence to contractual/Client SLA's and KPI's
- To be accountable for the satisfactory resolution of any issues
- The proper escalation of claims or issues either outside license or as required by company procedures

The Package:

- Competitive salary
- Contributory pension
- Performance related bonus
- Flexible benefits
- Enhanced family leave
- Electric car scheme
- Voluntary benefits schemes

- Birthday holiday
- Share purchase scheme with interest free loans

Hours of work:

Standard working week is 35 hours, Monday to Friday with flexibility to work from home/office.

Closing Date for Applications:

Close of business on Friday 21st June 2024.

Contact details:

If you would like further information about this vacancy or wish to apply, please contact Siobhan Bullock on 07885 456254 or email HR@questgates.co.uk by the closing date.