



## Role Title

ATE Claims Handler

## Role Summary

An entry-level and developmental role, the ATE Claims Handler is responsible for providing excellent customer service by corresponding with ARAG's solicitor clients and efficiently processing low-level claims under direct supervision. In doing so, the ATE Claims Handler will support the wider ATE Claims operation, escalating higher level claims to Senior and Technical colleagues whilst also providing support throughout the life of the claim.

Key Accountabilities	Performance Measures
<p><b>Claims Processing &amp; Administration:</b> assessing all claims in line with stipulated procedures &amp; authority limits and processing claims by inputting pre-approved and approved claim details into our policy management system. Hardcopy administration (e.g. scanning) and other allocated tasks.</p>	<p>Accuracy of claims validation Number of open claims Number of claims closed per month Timeliness of case reviews Accuracy &amp; timeliness of payments raised</p>
<p><b>Customer Service:</b> responding promptly &amp; efficiently to customers and ensuring that all basic enquiries are answered using various communication methods/systems. Referring more complex or decision orientated requests to the appropriate team member or department.</p>	<p>Accuracy of data input &amp; validation Timeliness of data input &amp; validation Customer satisfaction indices Level of customer complaints</p>
<p><b>Claims Referral &amp; Support:</b> referring/escalating higher level and more complex claims to Senior Claims Handlers or the ATE Technical Claims Specialists. Providing support to senior colleagues throughout the claim lifecycle.</p>	<p>Remaining within authority limits</p>
<p><b>Communication:</b> work effectively with all members of the CMU and other stakeholders to the claim to ensure claims and associated administration duties are processed without undue delay.</p>	<p>Timeliness of claim closures Outstanding payments Overall team performance</p>
<p><b>Compliance:</b> carry out all tasks in line with stipulated processes, procedures &amp; authority limits.</p>	<p>Compliance audit outcomes Remaining within authority limits</p>
<p><b>Learning &amp; Development:</b> take responsibility for own learning needs &amp; objectives. Work closely with colleagues to progress knowledge &amp; skills base.</p>	<p>Personal Development &amp; Training Folder review</p>

## Career Plan (optional)

The natural progression is to progress to the role of an ATE Senior Claims Handler within the Case Management Unit or Technical Claims. However, Claims Handlers can, with appropriate training, move into other disciplines such as Underwriting or Sales.



## Minimum Education & Experience

### Essential

Good level of education (min. 5 GCSE Grade C+) upwards ideally with 6+ months of relevant experience. Good working knowledge of MS Office applications. Good numeracy & literacy skills.

### Desirable

Law Graduate or equivalent  
Knowledge or experience of ATE insurance and or previous work within the legal industry

**Grade / Band** A1

**Job Family** Insurance & Business Support

**Competency Framework** Claims

## ARAG Essentials

<b>Active Participation</b>	Level 1	<b>Passion</b>	Level 1
<b>Ambition</b>	Level 1	<b>Professionalism</b>	Level 1
<b>Initiative &amp; Innovation</b>	Level 1	<b>Rational &amp; Decisive</b>	Level 1
<b>Integrity &amp; Respect</b>	Level 1	<b>Results-Oriented</b>	Level 1
<b>Organised</b>	Level 1		

<b>OPENNESS</b>	<b>PIONEERING SPIRIT</b>	<b>FARSIGHT-EDNESS</b>	<b>DISCIPLINE</b>	<b>DRIVE</b>	<b>FAIRNESS</b>
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