

# Senior Claims Handler (Claims)

**Role Title** Senior Claims Handler

**Role Summary**

As a member of our Claims department you will enjoy working as part of a fast-paced, enthusiastic and positive team providing high-quality customer service to our policyholders. Working effectively with internal colleagues, the insured, solicitors and other relevant parties, you will process claims under limited supervision and within established processes, procedures and authority limits. In doing so, you will be fulfilling our company mission of Access to Justice for all.

Key Accountabilities	Performance Measures
<p><b>Claims Processing:</b> assessing new claims and establishing the availability of policy coverage.</p> <p>Providing decisions on cover and, where appropriate, instructing solicitors or appointed advisors.</p> <p>Ongoing management of accepted claims which involves but not limited to;</p> <ul style="list-style-type: none"> <li>• Processing of invoices</li> <li>• Authorisation of costs and settlements</li> <li>• Ensuring continuous policy coverage.</li> </ul>	<p>Accuracy of claims validation</p> <p>Number of open claims</p> <p>Number of files closed per month</p> <p>Timeliness of case reviews</p> <p>Accuracy &amp; timeliness of payments raised</p>
<p><b>Customer Service:</b> responding promptly &amp; efficiently to all stakeholders using various communication methods/systems. Working with an excellent attention to detail which enables you to identify additional needs of policyholders and urgent matters.</p>	<p>Accuracy of data input &amp; validation</p> <p>Timeliness of data input &amp; validation</p> <p>Customer complaints</p>
<p><b>Work Flow Management:</b> plan &amp; prioritise own work through the use of Outlook and a bespoke claims management system. Manage a high volume of incoming written correspondence in addition to answering telephone enquiries.</p> <p>ARAG operate a 'cradle to grave' handling and you will frequently swap between tasks as customer and internal needs evolve throughout the day and week</p>	<p>Internal &amp; external SLAs</p> <p>Timeliness of claim closures</p>
<p><b>Compliance:</b> carry out all tasks in line with stipulated processes, procedures &amp; authority limits.</p>	<p>Compliance audit outcomes</p>
<p><b>Communication:</b> work effectively with all stakeholders to the claim through strong, professional written and verbal communication. Liaise with internal departments.</p>	<p>Compliance audit outcomes</p>
<p><b>Support:</b> As part of a small department the need to work as a team is essential and you will be providing support and assistance to others as and when required.</p>	