

Senior Claims Handler

The Senior Claims Handler is responsible for the proactive and professional management of claims. As a senior member of the claims team, the Senior Claims Handler is responsible for delivering a superior claims service for customers / claimants, whilst supporting the Team Manager in managing the professionalism, efficiency, productivity and accuracy of the claims team.

Key areas of responsibility include:

Professional claims management of own allocated caseload ensuring:

- a) timely and effective investigations and decisions
- b) early identification and management of cover difficulties / fraudulent or exaggerated circumstances / recovery opportunities
- c) continuous commitment to file accuracy - including effective reserving
- d) delivery of a great service for customers
- e) personal adherence to internal technical, operational and compliance procedures and practices - including Insurer Claims Handling Agreements.

Demonstrating personal commitment to, and supporting the Claims Team Manager in leading:

- a) high engagement and high performance culture in the Claims Team
- b) delivery of a professional claims management service
- c) continuous improvement (in the business, in governance and for consumer service).

Providing operational and technical support to the claims team - delivering coaching and training as required.

Supporting the Claims Team Manager in monitoring and managing the effective distribution of team workload - optimising productivity.

Management of service providers as allocated.

Support underwriting colleagues with sharing of technical claims knowledge.

Supporting the Senior Management Team in the development and delivery of effective Operational and Technical Management Information as required.

Any other activities as may be required.

Key Attributes / experience:

Team Player

Good verbal and written communication

Technical claims handling experience

Able to balance achieving results whilst delivering a great service

Curious and analytical

Organised / able to prioritise

Able to define, monitor and interpret technical and operational KPIs

Please submit CVs to Samantha Richards – Samantha.richards@footprintunderwriting.ie