



Job Description – Admin Support Assistant

Department	Claims Services
Grade	G6
Reporting to	Operations Support Team Leader
Direct reports (yes or no)	No
WTW Code	FIL000-U2-06

Job Purpose

- To provide administrative support to the claims teams, including payment authorisation, in accordance with the Uninsured and Untraced Driver's agreements up to a value of £100,000 per payment, managing correspondence and queries, assisting vulnerable customers to submit claims and password resetting for claims portal.
- To provide an excellent customer experience and to handle each task in a thorough and professional manner.
- To deal with stakeholders, payments and customers in a helpful, proactive and professional manner.

Key accountabilities

- Review and analyse payments with a strong attention to detail to establish whether it satisfies either the Uninsured or Untraced Drivers agreement and to reduce leakage.
- Work with departments, suppliers and customers to ensure excellent customer service is provided.
- Ensure all payments, correspondence, and queries are managed in a timely manner and that business requirements are met.
- Organise and prioritise own workload in line with changing requirements.
- To work in conjunction with company policies and procedures, in line with relevant SLAs.
- To ensure that all Data Protection requirements are complied with.
- Act as a role model for our principles; Think Big, Inspire and Customer First.
- To build and maintain effective working relationships with colleagues and contacts.
- To proactively manage all queries and ensure they are dealt with efficiently.
- Ad hoc duties to support the rest of the support team as the MIB management may reasonably direct.
- Adapting to changing requirements which evolve as part of automation.

Role requirements

- Ability to collect and analyse relevant information to support effective decision-making under Uninsured and Untraced Drivers Agreement.
- Ability to plan and prioritise own workload, in line with changing requirements.
- Experience of working in a customer-focused role.
- Ability to use own initiative and work within defined procedures.
- Attention to detail, with high levels of accuracy.
- Excellent communication skills, both written and verbal.
- Computer literate, including experience of using MS Office.