



Job Description – PD/PI Claims Handler

Department	Claims Services
Grade	7
Reporting to	Claims Team Manager
Direct reports (yes or no)	No
WTW Code	FIL000U37

Job Purpose
<ul style="list-style-type: none">Managing a portfolio of Property Damage claims in a proactive and professional manner, providing an excellent customer experience and making decisions on the extent and validity of a claim and checking for any potential fraudulent activity in accordance with the Uninsured or Untraced Driver's Agreements up to the value of £25,000.
Key accountabilities
<ul style="list-style-type: none">Portfolio ownership of approximately 200 claims involving elements of customers, third parties and suppliers.Review and analyse a claim with a strong attention to detail to establish whether it satisfies either the Uninsured or Untraced Driver's Agreement.Work with departments, suppliers and third parties to conduct investigations to determine the validity and extent of the claim.Make timely, effective and risk based decisions to ensure business targets are met.Organise and prioritise own workload in line with changing requirements.Communicate key information to customers and external suppliers.Maintaining regular review of claims in accordance with company requirements.Effectively negotiate settlement ensuring a fair settlement for the customer.Work in conjunction with company policies and procedures.Ensure all data protection requirements are complied with.Pursue development opportunities to further own knowledge through mandatory test completion within deadlines and also workbook and other training activities available.Act as a role model for our principles; Think Big, Inspire and Customer First

Role requirements

- A good understanding of motor insurance and claims principles in general.
- Experience of working in a customer focused role.
- Attention to detail, with high levels of accuracy.
- Taking initiative and deriving solutions.
- Excellent listening and questioning skills, with the ability to extract detailed and relevant information.
- Excellent written and oral communication skills.
- Computer skills, including experience of using MS Office.