

360ClaimServices Subsidence Claims Handler

Salary – Circa 21-24k dependent on experience / CII qualifications

Benefits – DIS, PHI, PMI, Pension @ 8% after qualifying period

Permanent – Full Time: This is a 37.5 hour week role working a variable shift pattern between the hours of 8am – 5.30pm on a rota basis.

Office Base – Castle Donington

Reporting into Claims Manager

Applications to: jane.tyler@360globalnet.com

Closing date for applications: 31st October 2019

We are looking for an experienced and well-organised subsidence claims handler, to join our claims management team, based in our Castle Donington office. The successful candidate will be a team player and will gain a fantastic opportunity to develop further, supported by experienced subsidence engineers and technical claims managers.

Job details and responsibilities:

- Delivering excellent customer service through positive and proactive claims management of own claims portfolio, striving towards continually reducing claim cycle times through effective end to end claims management.
- Manage all claim administration aspects, from initial set-up of claim, through the investigation stage, completion of mitigation and finally repair stage of the claim.
- Maintain excellent and proactive communication with all parties involved in claims, including customers, clients, suppliers and colleagues.
- Ensure work is kept up to date and KPI's / SLA's adhered to, delivering excellent customer service to customers, clients and colleagues.
- Ensure claims are managed in accordance with client and company philosophies, reporting in line with client requirements.
- Identify improvements to process and system through normal day to day claims management, supporting the implementation of changes to further enhance claims management delivery and customer / client experience.

You will need to be:

- Positive and motivated;
- A team player;
- Have excellent interpersonal skills;
- Highly driven;
- Collaborative;
- Well organised;
- Customer focused individual;
- Keen to develop in a team environment;
- Able to assess and resolve problems with minimal assistance, seeking support where required.

Requirements:

- 2-3 years' experience in a similar position;
- High level of written and verbal communication in English required, to provide effective communication;

- Working knowledge of Microsoft Office (particularly word and excel);
- Working towards or (ideally) having attained Cert CII qualification;
- Good knowledge of insurance;
- Good base technical knowledge of subsidence;
- Knowledge and experience in customer services.

About 360Globalnet and its subsidiary companies

360Globalnet is an international digital technology and services business focused on the worldwide Insurance Industry

360Globalnet provides a unique blend of technologies combined in the most advanced digital technology platform currently available to carriers, designed by award winning insurance professionals to manage claims better, faster and cheaper.

We also provide a suite of claims services businesses within the UK market, with a core focus upon insurance but also extending into the wider property sectors.

In bringing our subsidence service to the market we have invested heavily in designing a new approach to the peril, involving and employing experts from within and outside the sector to consider new methods to investigate and remedy subsidence claims with a core focus upon the enablement of our award-winning Technology, 360SiteView™.

Our digital subsidence claims management service transforms the way insurers manage this peril by linking customers, insurers, technical experts and fulfilment providers seamlessly and with complete transparency.

Note

Anyone selected for interview will be required to bring 2 original proofs of ID with them, preferably driving license and passport – interviews will not take place without this documentation.