

# Job Description

## Drafting Claims Handler

Location: <b>Coleshill</b>	Department: <b>True</b>
Level: <b>Team Member</b>	Line Manager: <b>Branch Manager</b>

### Primary Purpose and Function

To monitor the progression of assigned files by appointed solicitor in line with agreed service level agreements

### Key Accountabilities

- To deliver individual targets to support the departments effective timely recovery of debt and to manage the relationship between Accident Exchange and the Panel Solicitor
- To investigate claims and prepare for drafting proceedings
- To draft court proceedings
- To understand the service level agreement in place with solicitor assigned to file, liaising and chasing as needed to ensure delivery
- To deliver individual targets set re timescales of solicitor acknowledgement negotiated settlement or initiated action, and percentage of actual recovery
- To identify shortfalls in service level agreement, reporting repetition or serious or unresolved issues to team leader
- To monitor and prioritise incoming email and post, communicating where necessary, bringing, presenting overview of file status and proactively make recommendations on issues identified.
- To conduct additional / alternative work as assigned by team leader to cover absenteeism or facilitate the smooth running of the department to achieve target
- Observing and complying with GDPR
- Achievement of set objectives
- Carry out reasonable tasks as requested by your line Manager.

### Personal Specifications

- Ideally have a law degree and be looking to gain litigation experience
- Ideally but not essential experience within the Insurance industry
- Understanding of litigation process and court proceedings would be advantageous
- Clear verbal communication skills, persuasive and assertive
- Good written communication skills, capturing a clear logical summary of situations
- Proven judgment and decision making skills including problem solving
- Ability to demonstrate commercial awareness
- Ability to prioritise and recognise importance and urgency

- Detail conscious
- Excellent interpersonal and influencing skills
- Adaptable, tenacious self-starter who is results orientated
- Able to work on own initiative as well as support team and departmental goals and objectives
- Demonstrable experience of achieving against targets
- IT Literate, demonstrable experience of using in house computer systems
- Results driven and tenacious
- Demonstrate behaviour in line with Company values; Inspired to Innovate, Always Respectful, Fully Accountable, Delivering Delight