



Job Profile

Job Title	Claims Handler	Name	TBC
Reports To	Group Claims Manager	Region	T L Dallas Head Office
Location	Bradford		

TL Dallas Group is looking for an experienced claims handler to join the Bradford team. As a business who prides itself on handling all claims 'in house', and to support our ongoing growth, we are looking for someone who shares our values of: Trust, Integrity, Commitment & Collaboration, and is committed to excellent customer outcomes.

The Role

Responsible for handling Property, Fleet, Personal lines, and Liability claims
 Provide clients with professional advice and ensure that high levels of customer service are provided at all times
 Handle claims from first notification of loss through to settlement
 Manage claims independently, manage expectations and negotiate to achieve best possible outcomes
 Recording and updating of claims data
 Maintaining a robust diary system
 Liaising with clients on commercial and personal lines basis
 Liaising with Insurers, Loss Adjusters, engineers, Solicitors, third party representatives
 Authorising claim payments under delegated authority on behalf of different Insurers
 Liaising internally to provide feedback/MI on claims issues
 Undertaking applicable professional, technical and career development training
 Complying with external and internal regulatory and statutory policies, procedures and regulations.

Experience / skills - essential

Experience in handling a broad range of claims (5+ years preferable)
 Excellent communication skills
 Negotiating and influencing skills
 IT skills particularly Excel
 Be organised and have good time management
 Be able to work to deadlines

Experience / skills - desirable

Experience working at a Broker
 Experience with scheme claims including binder procedures and bordereaux management
 Acturis
 PI, D&O, Cyber claims handling

TLD Values



TRUST



INTEGRITY



COMMITMENT



COLLABORATION