



Job Profile

Job Title	Claims Handler	Name	TBC
Reports To	Group Claims Manager	Region	TL Dallas Claims
Location	Bradford		

Purpose

TL Dallas Group is looking for an experienced claims handler to join our 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 providing excellent customer service and outcomes.

Responsibilities, Duties and Tasks:

- Responsible for handling all claim types (excluding credit) - Property, Fleet, Personal lines, Liability, Marine, D&O, PI, Cyber etc..
- 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
- Analyse claims data and provide risk improvement solutions
- Recording and updating of claims data
- Maintaining a robust diary system
- Liaising with commercial and personal lines clients
- 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 claims feedback/MI
- Undertaking applicable professional, technical and career development training
- Complying with external and internal regulatory and statutory policies, procedures and regulations
- Client visits

Essential Skills:

- Broking background
- Experience in handling a broad range of claims (5+ years preferable)
- Excellent communication skills
- Excellent negotiating and influencing skills
- Organised and has good time management
- Ability to work to deadlines
- Work independently as well as being a 'team player'
- IT skills particularly Microsoft Excel

Desirable Skills:

- Acturis
- Knowledge of cyber cover/claims

Compliance/Training and Development:

- CPD hours annual attainment
- Completion of work in a compliant manner, and satisfy the auditing regime in the business.
- To ensure that all Aviva Development Zone modules are fulfilled in the year

Corporate Governance

- Make sure that the Data security regime is adhered to.
- To retain a clear desk according to the Clear desk policy
- Complaints Procedures
- Complaints Flowchart
- Financial Crime Policy – Included Anti Money Laundering
- Financial Sanctions Procedures
- Ant-Bribery & Corruption Policy – Includes Inducements
- Conduct Risk Policy
- Vulnerable Customers Policy
- Financial Promotions & Approval Procedures
- Fraud Policy
- Bring Your Own Device Policy (BYOD)
- Information Security Policy
- GDPR Policies/Procedures

