

## **JOB ADVERT**

### **CLAIMS HANDLER**

**Location:** The role is based in our Tonbridge office with flexibility to be home based

**Salary:** Competitive

**Contract:** Permanent, Full Time.

#### **About the role**

An exciting opportunity has arisen for an enthusiastic and highly motivated Claims Handler to join our team supporting one of our Mutual Clients. This role will be offered with flexibility depending on business and candidate requirements and will be based in our Tonbridge Office with flexibility to work from home.

You will use your knowledge of claims handling working within a team of claim handlers providing excellent customer service to one of our Mutuals. You will have experience of claims handling and claims settlement for motor, casualty claims and some property claims. Depending on the candidate's experience the role is flexible from entry level person who has a passion for claims wanting to develop their career to a senior and experienced person dealing with complex claims. You should have either a minimum Cert CII qualified or related discipline and should have relevant claims experience. You must possess a helpful, positive, and approachable attitude to members and the team.

This is a fantastic opportunity to join a team supporting one of our long-standing Mutuals and contributing to their overall success by professional management and handling of their claims process. You will be liaising with the Mutual Manager; the Mutual members and suppliers so great customer service and an approachable manner will be important.

#### **Your role will involve:**

- Processing claims within your own portfolio which you will take ownership of and responsibility to review proactively taking appropriate actions to move claims forward.
- Building strong member relationships to ensure a seamless high-quality service and ensuring customers are treated fairly.
- Understanding what matters to the members whilst ensuring claims are processed within agreed standard practices, procedures, and regulatory timeframes.
- Negotiating and settling personal injury claims for both Motor and Liability business.
- Complying with all financial aspects, such as reserving, payments as per individual handling authority.
- Adhering to legal requirements, industry regulations ensuring high quality standards are met in line with an awareness of compliance.

#### **What we need from you:**

- Knowledge of FCA requirements (including TCF) and the regulatory framework relating to claims.
- Understanding of claims handling within specialisms such as motor, liability etc.
- An excellent all-round communicator, negotiator, and influencer.
- A proactive, well organised approach to work with the ability to prioritise your workload.
- Enjoy solving problems using a logical approach.
- Pride yourself in your excellent attention to detail and accuracy.

#### **What you will get from us:**

In addition to a fulfilling career opportunity working with passionate people, we provide a comprehensive benefits package including competitive salary, 25 days' annual leave, group personal pension, sponsorship towards professional memberships and continuing professional development, health cash plan, lifestyle rewards and discounts.

**Diversity and Inclusion**

We are an equal opportunity employer and do not discriminate on the basis of race, religion, colour, gender, sexual orientation, age or disability status.

Please see our Privacy Notice on our website [www.rmml.com](http://www.rmml.com) for details on how we process your information.

**If you feel that you have the skills and experience to be successful in this role then apply today! Send your CV and covering letter demonstrating how you meet the criteria of the role to [careers@rmml.com](mailto:careers@rmml.com). If you require further information about the role, please contact our HR Department on (01892) 888312.**

Please note that we cannot take on sponsorships at this time, so proof of Right to Work in the UK is essential.

We do receive a high volume of applications, so we may not be able to respond to each individual applicant. If you are suitable for the role, it can take 5-10 working days for us to read your CV, please do contact us for any progress on your application.

*No Agencies please*