

Claims Adjuster

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Company: Velonetic

Location: United Kingdom

Category: other-general

JOB TITLE: Claims Adjuster **LOCATION:** Remote Flexible working with the opportunity for hybrid working from Chatham, London and home **TYPE:** Permanent, Full - time (37.5 hrs per week) Velonetic represents the joint ventures between DXC Technology, the International Underwriting Association (IUA), and Lloyd's of London. Previously referred to as the London Market Joint Ventures, we have been operating for over 20 years in the London market (Lloyd's and Company), in both insurance and reinsurance business. Processing over £101 billion worth of premium and claims transactions today, we are building a new digital platform and services that will enable our customers to move transactions and money through the processing lifecycle with greater efficiency and speed, releasing time to drive innovation and focus on higher value activities. Our core business services involve performing checks on insurance documents, processing premium transactions and processing claims transactions. Individuals will reside in the UK and have Right to Work in the UK. **Job Overview** We have a fantastic new job opportunity for an individual who has strong insurance understanding. If you like the idea of a role where you can develop breadth and depth of technical insurance wordings along with your London Market Insurance knowledge, in a variety of different business situations, then this could be just the role for you. A Professional Claims Adjuster works under the direction of a Team Manager, performing a range of technical checks and processes a variety of insurance documentation for different customers and classes of business. All work processed must meet agreed service levels in respect of quality and turnaround times. Training will be provided for all insurance documentation/systems required to perform the role. What you will be

doing:Conducts technical checks on insurance documentation to ensure accuracy, able to notice discrepancies or errors within the documentation. This includes using specific IT-based systems to support the technical adjusting process with some supervision/referral where applicableLiaise with customers and brokers to resolve queries and issues related to the claims being adjustedOwnership of multiple claim files working within an agreed handling authority Input details into the database to initiate settlement/updatesComplete accurate reporting associated to the claims being adjustedSupports team members and customers with complex technical issuesProvides training to team members and new recruitsSupports and inputs to innovation and process improvement projects

Reviewing/validating insurance documentation.We're looking for people who have:Strong numeracy, verbal and literacy skillsComputer literate with working knowledge of Outlook and MS OfficeWork to a high level of accuracy with attention to detailStrong organisational, personal and time management skillsAbility to work independently and as part of a teamExcellent Customer Service skillsAbility to demonstrate strong negotiating and influencing skillsPositive attitude and natural curiosity to identify improvementsYou will need to have a good understanding of insurance wordings.

Investment In Training and Development

We offer a comprehensive range of training and career development opportunities, a structured induction programme, tailored job training as well as mentoring and support for relevant sponsored professional qualifications. We're developing an environment where people can grow and harness their careers and skills to be the best that they can be to focus on the long term.

Our Culture Here at Velonetic, we support with care and compassion. We are constantly evolving our initiatives around equality, diversity, and inclusion to ensure that everyone feels equally involved and supported in the workplace no matter of who they are or what they do. We are proud of the culture we are creating to ensure that our commitment is ongoing and have a diverse mix of employees working within an inclusive environment and culture to create a high performing workforce led by talented leaders. We aspire to be recognised for our innovative and modern thinking approach.

Employee Benefits As part of our competitive remuneration package, flexible benefits are available. There is an option to "flex up and down" on specific benefits, for example buy or sell annual leave, Private Medical Benefit, Dental and Travel Insurance.You will also have access to 'Perks at Work', a discount store to purchase gift cards at reduced rates and get discounts on holidays, restaurants, activities, groceries and more.

DXC Recruitment Team will be engaging with all candidate applications on behalf of Velonetic. DXC will be managing the recruitment

throughout the onboarding process.

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Cross References and Citations:

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