

## Claims Executive

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Company: Davies Group

Location: United Kingdom

Category: other-general

## Claims Executive

**Dublin**

**37.5 hours per week**

### Why would you join Davies?

As part of all we do, our values state that we succeed together, and it is this, that makes the business a great place to work! You will be valued and supported and receive excellent benefits including but not limited to:

Reward platform – discounts for over 800 retailers

25 days holiday (rising with service plus option to purchase up to 5 extra days a year!)

Development, training, and professional qualifications

Davies are looking to recruit a Claims Executive. This is an exciting opportunity to be part of a new and dynamic claims team. This role has a particular emphasis on managing the day to day operations of a busy claims team so that stakeholders and Policyholders are kept updated on the progress of complex property claims. The role requires that claims are settled in accordance with our Principals' instructions and in the most effective and efficient method possible, to further advance the reputation of the Davies.

### What will your day look like:

Manage a portfolio of claims by ensuring that all claims are handled in an effective and efficient method, with the right experts engaged to satisfy stakeholders and the senior

executive team that the decision making is correct.

Ensuring customers are handled in a professional manner by dealing with the complexities of the case efficiently and by communicating regularly with the policyholder and stakeholders.

Determine appropriate action for next steps on a case with the assistance of our senior executive team.

Correspond with all parties professionally to assist in proactively progressing the case to conclusion.

Develop, implement and carry out all practices and procedures as required by the Company and recommend changes where appropriate; by agreeing the practical needs and applying change under the instructions of the Management team.

Ensure individual claims are managed appropriately by communicating regularly with the Senior Executive Team.

Ensuring that all required correspondence and reports are issued within service level Agreements.

Promote the ethos of Davies by pro-actively managing the expectations of our Clients' policyholders.

### **Abilities And Knowledge:**

██ an Insurance claim role.

- Minimum APA/CIP Qualification, or the equivalent.
- Experience of organising and prioritising a demanding and heavy workload.
- Meticulous file management to ensure that the MI we report on is accurate at all times.
- Knowledge of property construction is an advantage.
- Ability to prioritise, work within deadlines and to work under pressure
- Accuracy and attention to detail.
- Confidently communicate with Policyholders and stakeholders.

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