

# United Kingdom Jobs Expertini®

## Claims Technician - Portsmouth/Southampton

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Company: Sedgwick

Location: United Kingdom

Category: other-general

Taking care of people is at the heart of everything we do, and we start by taking care of you, our valued colleague. A career at Sedgwick means experiencing our culture of caring. It means having flexibility and time for all the things that are important to you. It's an opportunity to do something meaningful, each and every day. It's having support for your mental, physical, financial and professional needs. It means sharpening your skills and growing your career. And it means working in an environment that celebrates diversity and is fair and inclusive.

A career at Sedgwick is where passion meets purpose to make a positive impact on the world through the people and organizations we serve. If you are someone who is driven to make a difference, who enjoys a challenge and above all, if you're someone who cares, there's a place for you here. Join us and contribute to Sedgwick being a great place to work.

Great Place to Work®

Top 100 Most Loved Workplace®

Forbes Best-in-State Employer

Claims Technician - Portsmouth/Southampton

Are you looking for a new **challenge** and passionate about delivering excellent customer service?

Do you have great **attention** to detail?

Would you enjoy being part of a busy, **supportive** team with a **caring counts** culture?

Is a **flexible** work/life balance important to you?

Would long-term **career** growth in a IBUK recognised '**2024 Top UK Insurance Employer**' spark your interest?

We have an opportunity for a Claims Technician (known as an Adjusting Executive internally) to join our highly successful Agricultural and Rural team covering the **Portsmouth/Southampton** area.

Wherever you are in your career, we can support you to achieve your goals. **A role with Sedgwick opens the door to many benefits, including:**

Structured programmes with clear timescales & transparent career pathways

Fully supported professional qualifications with rewards

Truly flexible working

Competitive salary

Employee assistance programme for employee wellbeing

Life assurance

Group Income Protection

**Our other benefits include:**

Private healthcare plan (including pre-existing conditions)

A Self Invested Personal Pension Scheme

Annual leave allowance of 25 days + public holidays

Voluntary benefits – Purchase extra holidays, dental cover, cycle to work scheme, season ticket loan, wellbeing and digital GP apps

**The Role:**

The Adjusting Executive role is a technical assistant role, designed to support the Loss Adjuster's work throughout the handling of these claims. We're seeking a Adjusting Executive to work on a one-to-one basis with our adjusters, to ensure we can continue to deliver service and handling at the very highest level.

Experience is preferred but not essential and the role would suit candidates with transferrable customer service skills, for whom training will be provided.

**You will have the following skills:**

The confidence and ability to deliver excellent customer service throughout the lifecycle of the claim

Previous experience of working in the Insurance industry and willingness to work towards industry recognised qualifications would be an advantage.

Have first class communication skills, both written and verbal

Competent IT skills, and the capability to maintain the electronic files to a high auditable standard.

A willingness to liaise with other internal product lines/departments as required

Be able to manage incoming and outgoing correspondence and complete case enquiries as directed by the adjuster, but with the confidence and technical ability to work without direction where appropriate

Understand the importance of ensuring all stakeholders and parties are kept fully updated at all times, and have a pro-active claims handling philosophy

Provide assistance on site on occasion, including minute taking of meetings, preparation of the action plan, taking statements/photographs etc. as directed

Accurate daily time recording ability.

This is a great opportunity for those who are motivated by the variety of claims work, as well as the opportunity to partner our Agricultural and Rural Loss Adjusters and contribute to the network of professionals we work within.

Our colleagues adopt a mix of site, home and office-based ( **Solent**) working throughout the week which helps support a healthy work/life balance. When you do spend time in our office, you'll experience bright and open surroundings which offer excellent areas for collaboration as well as desk space. It's an ideal environment for working alongside and interacting with fellow colleagues.

**Working at Sedgwick**

Our company is a place where creative and caring people of all backgrounds can be challenged, grow as individuals, and feel a higher purpose in the unique value they bring and the difference they make in the lives of others. We celebrate our differences; cultivating uniqueness and belonging allows us to connect with our consumers on a personal level, understand our clients' needs, support the communities in which we operate, and perform at our best.

We're passionate and understanding about our colleagues – so we have built flexibility into our colleague working model. If you wish to work from home, split your working time between the home and office or change your hours so you can collect your children or care for someone in your family, we're supportive of that. As a flexible employer, we're happy to discuss options that take into consideration your personal needs for this position during your interview. Sedgwick is an Equal Opportunity Employer.

The statements contained in this document are intended to describe the general nature and level of work being performed by a colleague assigned to this description. They are not intended to constitute a comprehensive list of functions, duties, or local variances. Sedgwick retains the discretion to add or to change the duties of the position at any time.

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