

# United Kingdom Jobs Expertini®

## Loss Adjuster

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Company: Trinity Claims

Location: United Kingdom

Category: business-and-financial-operations

Trinity Claims is a claims management company based in Tonbridge, that designs and delivers claims strategies to meet the needs of our partners. Our team consists of talented professionals with a proven track record in leading change in insurance companies. We have a leadership team dedicated to growing the business, with a family feel and a welcoming culture who are all focused on delivering the best services for our customers. We are on an exciting journey of growth and are looking for people with the same passion for customer service to help keep us heading in the right direction. We believe the insurance industry is stuck in a rut and we are determined to make customers' experiences at difficult times better. We have a strong focus on using technology to improve the customer's journey and encourage a culture of professionalism amongst our teams. We like to do things differently and are disruptors in the claims marketplace. Our aim is to be market leaders in everything we do. We are looking for an experienced Large Loss Handler to join our team and help manage a portfolio of Large or Complex claims ensuring customers receive excellent service whilst managing claims costs and expenses within the scope of the insurance policy. Key Responsibilities: Effective day to day management of claims under your control; excellent communications with policyholders, Suppliers and Loss Assessors for those aspects of the claim you are responsible for. Where applicable; travel to policyholders' homes to assess liability, record, value and negotiate claim settlement for contents items, arrange and manage alternative accommodation for policyholders. In conjunction with the Buildings Surveyor Team, drive settlement (cash or reinstatement) of the Buildings element of each claim in your control. Produce a Large or Complex report and deliver same to the Claims SMT

within agreed timeframes. Maintain claim files to a very high standard ensuring that all documents, photographs and communications are accurately recorded in chronological order for audit, complaints analysis and client review. In liaison with the Building Surveyor Team, manage system claim reserves and payments ensuring that Total Incurred values are as accurate in the shortest period possible and maintained as such until the claim is concluded. Support the Customer Relations Team with complaints and in particular those involving the FOS. Manage own diary, including where approved, the coordination of customer appointments for site visit and hotel accommodation for yourself if applicable. Skills required: Excellent spoken and written communication skills. Accurate with a high level of attention to detail. Tact and assertiveness when dealing with customers who may be distressed or angry. Ability to work well under pressure and meet deadlines. PC literate with good administrative skills. Ability to take on increased ownership and responsibility when necessary. Excellent organisational skills. Helpfulness and a passion for customer service. Driven and enthusiastic – meets or exceeds targets. Empathy and understanding. Confident and professional attitude. Excellent negotiator. Commercially aware. Takes ownership of problems and drives for effective solutions. Experience / knowledge Essential: At least 5 years previous experience of working in an insurance claims related handling role. High level understanding of insurance/indemnity policies and legal structure Desirable: Proven capability of claims negotiation with policyholders and Loss Assessors. Qualifications Essential: Clean driving license 'A' level or equivalent qualifications in Maths and English, or demonstrable ability in numeracy skills & written English. Desirable: Role applicable qualifications in insurance. Relevant experience in a similar role. List of Benefits: On-site gym Discretionary performance-based bonuses paid every May, which could be up to 10% of your annual salary. Cost of Living salary review every October. 5\* review premium of £25 per review. Employee of the month & employee of the year awards. Refer a Friend bonus of £750 per placement. We have 25 days of holiday a year, plus Bank Holidays. Day off for your birthday Company sick pay scheme (1 week per 1 year of service, total up to 12 weeks full pay) 1 fully paid charity day a year. Employee Assistance Program (EAP) – for you and your immediate family. Includes 6 free counselling sessions per issue reported. Life insurance for employees between the age of 18 and 66 years old, 4x salary, starting on the first day of employment. Eye test vouchers Enhances pension contribution: up to 2 years of service – 3%. 2 years to 5 years of service – 4%, 5 years of service – 5% employer contribution. Opportunity to gain professional qualifications through Trinity

Academy and Apprenticeship programs. We delegate 10 employees every year to gain professional qualifications.

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