

United Kingdom Jobs Expertini®

Operations Manager - Subsidence

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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

Operations Manager - Subsidence

We currently have an opportunity for an Operations Manager to join our award-winning Subsidence division. You will have responsibility for the day to day management of a team comprising of Building Consultants who are the claim owners, and Claims Technicians who support the Building Consultant with the claim progression. This role requires you to be responsible for team performance, day to day team enquiries, identifying and fulfilling training

requirements, team morale, absence management and conducting appraisals.

We are looking for:

A manager with experience of working within a customer service office environment

You must be organised & have good people management skills.

Ideally experience of subsidence claims, but this is not essential

You will be Cert CILA, or a willing to progress towards this qualification

You will need to be a leader, able to manage the team but also model the behaviours required to deliver customer & client excellence

Conscientious and hard working to achieve required results, as well as flexible and adaptable during times of surge

The ability to be decisive in resolving matters

Excellent communication, negotiation & empathy skills

Flexible approach to working from home & an office in order to best manage remote teams and office based colleagues.

Able to cope with fast changing working environment

A desire to embrace innovative working practices.

A good working knowledge on IT, most Microsoft packages i.e. Word, Excel & PowerPoint

What will you get for this role?

Competitive salary depending on skills, experience and qualifications

Healthcare scheme

A Self Invested Personal Pension Scheme

Holiday allowance of 25 days plus bank holidays

Discounts on various products and services

Employee assistance programme for employee wellbeing

Life assurance

Group Income Protection

Voluntary benefits – dental cover, cycle to work scheme, season ticket loan, welling and digital GP applications

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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