

## UK- ICE - Construction Loss Adjuster

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Company: Crawford & Company

Location: United Kingdom

Category: business-and-financial-operations

### Position Summary

To manage a mixed portfolio of claims to include domestic, commercial & agricultural.

### Functional Knowledge

Extensive knowledge and understanding of FCA procedures and TCF initiatives

Extensive knowledge of the insurance market

Extensive technical knowledge within the adjusting arena

Understanding of Client SLA compliance/productivity/quality requirements

Proven proficient working knowledge of scoping software and hand held device use.

### General Background, Experience & Professional Qualifications

Insurance qualification (preferably ACII or ACILA) or Extensive claims adjusting experience preferred

Previous involvement in insurer client relationship management.

Experience of agricultural insurance claims, rural communities and challenges preferred

### Key Responsibilities

Contribute to the general property productivity targets through effective planning and organization of personal workload.

Manage the maintenance of Client relationships through management and delivery of

SLA's and achievement of KPI's, in addition to proactive Client and Broker interaction to assist in efficient claims handling and business development opportunities

Ensure all Adjusting activities are fully compliant with the company's procedures and external regulatory requirements.

Participate where appropriate in the delivery of projects, ensuring personal contribution is completed within timescales and project requirements.

Maintain awareness of Business Continuity programme and role within it.

Able to demonstrate knowledge and/or awareness of FCA procedures and the TCF initiative.

Actively seek to develop oneself and take responsibility for your own training and development.

### **Behaviours**

Behave in a strongly customer focused way at all times to ensure development and maintenance of Client relationships

Demonstrate personal integrity in a way which is consistent to the company's core values

Communicate effectively by sharing, listening and exchanging information and knowledge at all levels

Work within license and refer to colleagues as appropriate

Demonstrate an enquiring, challenging and objective approach to claims handling

Build and maintain positive working relationships within own team and across teams breaking down silos

Demonstrate a solution and action oriented style in order

### **Skills**

Problem solving ability in order to recognise difficulties and take the appropriate steps to address the issues.

Project management skills in order to deliver targets within budgets and timescales.

Ability to demonstrate attention to detail.

Dispute and resolution handling skills in order to manage high level customer complaints effectively and proactively.

Efficient use of technology.

Ability to work on own initiative and within a team environment.

Strong communication skills, both written and verbal.

Excellent customer service & organisational skills.

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