

## UK- Subsidence - Subsidence Advisor

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Company: Crawford & Company

Location: United Kingdom

Category: other-general

### Salary and Benefits

25 days holiday, additional day off for your Birthday, company pension, dental plan, exam support and career progression, employee assistance programme plus other excellent benefits you'd expect from a leading global organisation

### Our opportunity

Our Subsidence Advisor opportunities are ideal to kick start your career with a well-established and highly successful Global organisation. We also offer career development with full exam and study support, promotional opportunities and a fully inclusive culture. You'll initially be based in one of our UK offices during training, dependant on location and experience, office based working may be required for the role

### What you'll be doing

You'll be supporting our valued clients in proactively handling and settling Subsidence claims which will be a caseload of domestic and commercial with various values.

A large part of this role will be interpreting technical data, investigation information, repair schedules and translating this into a customer friendly documents. The technical aspect takes around six months to master dependant upon your experience, but we'll provide the tools, guidance and support to guide you through your development and progression.

The key to this role is communication: keeping the policy holder informed and up to date with progress, providing a first class service to ensure the customer journey is the best possible. You'll need to remove hurdles in the process if required, ensuing you get to the root cause of issues, take responsibility to resolve and problems and collate all necessary details to ensure

swift settlement whenever possible.

### **About you**

We're looking for talent: problem solvers who relish challenges and provide solutions.

Candidates that are keen in learning client servicing skills. Previous claims handling experience is an advantage, but we'd like to hear from you if you have a similar commercial background. Additionally, we'd like you to have:

Good negotiation skills – for arranging appointments and explaining information when there is pushback on settlement

Strong relationship building skills – engaging with all parties, providing support and help when it's most needed

To understand what matter to the customer and to put this first – putting yourself in their shoes

Good IT skills, with a keen eye for detail

Ideally hold an insurance qualification, but we'll support and fund you to gain this if not

Flexibility in travelling on adhoc occasions for training and meetings

### **Equal Opportunities**

At Crawford & Company we are committed to creating an inclusive work environment. We don't just talk about diversity and inclusion; we aim to infuse it into everything we do – underpinning our strategy with three core elements:

#### **Consciousness**

#### **Capability**

#### **Culture**

We welcome applications from all candidates, no matter their background. So, what are you waiting for? Apply today, we're looking forward to your application.

### **Need help finding the right job?**

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