



## **Job Description – Claims Manager H&H Insurance Brokers**

**Job Title: Claims Manager**

**Reporting to: Operations Director**

### **Overall Job Purpose:**

To provide proactive management of claims in order to achieve high levels of satisfaction for the insured and broker through high quality claim management, resolution and excellent client service.

### **Job Description**

#### **Primary Accountabilities**

1. Processing all classes of commercial claims in an efficient and timely manner to achieve prompt resolution and settlement by working closely with insurers and loss adjusters.
2. Liaise with clients, insurers, loss adjusters and other relevant parties when acting as the agent of a client during claims.
3. Maintain company records on claims and provide MI updates to the Board on a monthly basis.
4. To liaise with colleagues to identify improvements in internal and external claims procedures.
5. To maintain current knowledge with regard to industry compliance and claims regulation.
6. To maintain relationships with the existing H&H Insurance Brokers client base by providing first line contact face-to-face or telephone advice and support.
7. To continue personal development by completion of ongoing insurance qualifications and/or training to improve personal knowledge of the industry and company business.
8. To carry out administrative duties as required on behalf of H&H Insurance Brokers.
9. To work within the FCA rules and related procedures published by the company from time to time. This includes the Company's Compliance Manual and Training and Competence Manual.
10. To attempt to resolve complaints within 48 hours referring any unresolved complaints promptly to the Operations Director.
11. Ensuring the customer is treated fairly and that the customer receives excellent service in accordance with industry and company guidelines.
12. Maintaining quality and customer service standards keeping accurate records and ensuring client records on our software are up to date.

#### **Secondary Accountabilities**

1. Other ad-hoc duties that the employer determines fall within the job-holders capabilities.
2. To have an awareness of Health and Safety issues with relevance for the company and to advise colleagues or seek further advice according.