

**Job Title:**

## **Claims Team Leader H&H Insurance Brokers**

**Reporting to:**

**Head of Operations**

**Job Overview:**

We are dedicated to ***changing the way people think about insurance***. As our Claims Team Leader, you will be pivotal in driving this vision, providing and managing an efficient and innovative claims process that enhances customer satisfaction.

**Job Description:**

### *Core Responsibilities*

1. To efficiently process and resolve agricultural and commercial claims, ensuring timely settlements.
2. To liaise closely with insurers, loss adjusters and other relevant parties while acting as an agent of the client during claims.
3. To keep accurate claims records and provide insights through monthly management information updates, supporting informed leadership decisions and operational improvements.
4. To lead efforts to refine internal and external claims procedures, promoting innovations to the leadership team that align with our company purpose.
5. To take ownership of the learning and development of the claims team.
6. To maintain up-to-date knowledge of compliance standards and regulations, ensuring the team's operations are in strict alignment with industry requirements.
7. To engage in ongoing training/qualifications to lead by example in professional growth and industry expertise.
8. To develop and sustain strong relationships with our clients, including providing first line contact face-to-face or telephone support.
9. To ensure the client is treated fairly and that the client receives excellent service.
10. To manage and maintain client data with the utmost accuracy.
11. To carry out administrative duties as required.

### *Secondary Responsibilities*

1. To acquire current knowledge of the latest Health & Safety protocols and legislation relevant to our company and seek advice accordingly.
2. To undertake other ad-hoc duties to support operational needs.