

Claims Administrator/Co-Ordinator

London

Permanent – Full time

The Role

The purpose of this role is to provide administrative support to the LUK and CUL Claims teams, and to coordinate and assist the efficiency of the functions.

Specific Responsibilities

- Provide administrative support to the team including claim file maintenance, document management, data validation and reconciliation;
- Coordinate the efficiency of the claims function by managing incoming and existing claim levels amongst the team;
- Support the accurate and timely investigation, administration, quantification, negotiation and settlement of any potential exposures on inward claims across all business groups, notified to Lancashire Insurance Company (UK) Ltd and the Cathedral managed Syndicates 2010 and 3010, within specific authorities bestowed by the Company;
- Undertake all phases of the claims handling process in accordance with pre-agreed authority levels;
- Assist with the management and development of the claims workflow system, including diary functionality, as required by the team;
- Maintain accurate records for auditing purposes and preparing reports as necessary;
- To handle queries from both Brokers and XCS;
- Attend Claim / Underwriting meetings and take minutes as required;
- To produce claims statistics/reports as and when required;
- Develop and maintain relationships with brokers, peers and service providers within the market as an ongoing concern;
- Assist with the administration of the Delegated Authority claims function;
- Assist with the creation and management of claim documentation within the Claims portal on SharePoint;
- Assist with the reconciliation of SCM's /USM's against all claims that are unmatched in Openbox as identified in the bureau download;
- Assist with the event coding as an ongoing concern; perform a review of all claims that have not been assigned an event code, including claim movements with pre-existing event code(s) for aggregation purposes;
- Ad hoc administrative duties as required by the team;

Skills & Experience

- A university degree or equivalent high level qualification (preferred but not essential);
- 1-2 years claims and the insurance industry experience required;
- Experience of working in a high pressured environment in the insurance industry;
- Strong work ethic and flexibility to work beyond regular office hours if required to meet business needs;
- Excellent written and verbal communication skills and interpersonal skills;
- Ability to manage conflicting priorities and adapt workflow appropriately;
- Problem solving skills and the ability to carry out tasks autonomously;
- Advanced IT skills including MS Office, Word, Excel and PowerPoint;
- Experience using ECF (Electronic Claims File) or CLASS (Claims Loss Advice and Settlement System) is highly desirable;



How to Apply

Please e-mail your CV and a covering letter including your salary expectations, notice period and availability to interview to HR@lancashiregroup.com