

**Claims Analyst**

Bermuda

Perm, Full Time

Start Date: ASAP

**Purpose**

The purpose of this role is to provide support to the Lancashire Claims team, and to coordinate and manage the efficiency of the function. Ensuring accurate underwriting and accounting data and information is maintained within the system of record.

**Specific Responsibilities**

- To assist the team such that Lancashire is in compliance with claims service target standards in so far as they relate to claims handling/procedures
- 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, within specific authorities bestowed by the Company
- Present claims/documents requiring attention to the Senior Claims Analyst or Claims Manager and undertake any agreed actions
- Undertake all phases of the claims handling process in accordance with pre-agreed authority levels
- Provide administrative support to the team including claim file maintenance, document management, data validation and reconciliation
- Assist with the management and development of the Lancashire workflow system as required by the Group Head of Claims
- Attend monthly claims meetings and take file notes as required
- Develop relationships with brokers, co-insurers and service providers across all classes of business written by Lancashire
- Assist the Claims Manager in producing claims metrics for MI
- Ad hoc duties as required

**Essential Skills & Knowledge**

- A university degree in a related field of study is preferred but not essential
- At least 2 years' experience 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
- Experience using ECF (Electronic Claims File) or CLASS (Claims Loss Advice and Settlement System) is highly desirable
- 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

**Lancashire Values**

- **L**eadership, exhibiting passion and commitment in all aspects of Lancashire life and inspiring others to do the same, we are
- **A**spirational, aspiring to deliver a superior service for our clients, ourselves and our business partners, we are
- **N**imble in our decisions, actions and business processes, we are
- **C**ollaborative, valuing teamwork and a diversity of skills and experience and sharing in our success, and we are
- **S**traightforward in conducting our business in an accountable, open, honest and sustainable way.

**How to Apply**

Please e-mail your CV and a covering letter including your salary expectations, notice period and availability to interview to [HR-Bermuda@lancashiregroup.com](mailto:HR-Bermuda@lancashiregroup.com)