

**Job Description**

**Position Title: Apprentice Claims Assistant**

**Position Ref. No: 50086796**

**Salary Grade: Apprentice grade**

**Directorate: Corporate Services**

**Service: Assurance, Procurement and Performance Management**

**Reports to: Claims and Insurance Fund Manager**

**Purpose:**

To work within the Claims Handling team to assist the claims handling team in providing an effective and efficient claims handling service.

To assist in the processing and handling of liability and motor claims against the Council and other organisations

To learn and be given training in the required skills and responsibilities over the term of the apprenticeship to then be able to undertake the full range of duties listed below.

The post holder will be required to learn and be given training in the required skills and responsibilities of a Claims Handler over the term of the apprenticeship to then be able to undertake the full range of duties listed below at the conclusion of the Apprenticeship.

**Main Duties and Responsibilities:**

* Provide assistance to the claims handling team.
* Receive and acknowledge insurance claims including the setting up of files and sending out standard correspondence on claims
* Accurately record information on the computerised claims system and maintain filing systems
* Assist in the compiling and production of reports for the Claims and Insurance Fund Manager
* Manage own workload within agreed timescales and priorities and assist colleagues to meet deadlines
* Carry out claims investigations and negotiate claim settlements on low value claims in accordance with Council procedures and the Pre Action Protocols.
* Deal with queries, verbally and in writing, from members of the public, Directorates and legal representatives
* Accompany Claims Handlers on site visits and meetings
* Assist Principal Claims Handler with fraud strategy
* Be professional and courteous when dealing with members of the public, team members and Directorates.
* To demonstrate a commitment to developing personal skills in accordance with the apprentice framework.
* To meet deadlines associated to progression through the full apprenticeship period.
* To complete assignments/projects which relate to the apprenticeship framework to meet target dates
* To treat all information gathered, either electronically or manually in a confidential manner
* Carry out duties with full regard to the Council’s Equality policies, Code of Conduct and all other Council policies.
* Comply with the Council’s Health and Safety policy, rules and regulations and with Health and Safety legislation.
* To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council