

Job Description

Job title	Senior Claims Handler
Salary, Grade and SCP	£31,364 - £33,945 (Pay rise pending) Grade 6, SCP 22-25
Service/Team	Finance – Insurance and Claims Handling
Responsible to	Insurance and Claims Manager
Responsible for staff/equipment	Supervision of Claims Handlers
Main purpose of job	To fully handle employers' liability, public liability and motor claims against the Council and other external organisations.
Key responsibilities	<p>To investigate and handle claims in accordance with Council procedures and the relevant Pre Action Protocols.</p> <p>To provide liability decisions to claimants or legal representatives</p> <p>Negotiate claims settlements and legal costs</p> <p>Supervise the work of claims handlers</p> <p>Record and extract information from the claims database</p>
Key tasks	<p>Receive and acknowledge insurance claims from all classes of insurance and correspond with third parties including legal representatives.</p> <p>Investigate the circumstances of claims, obtain information from relevant Directorates, taking of witness statements, attend site meetings</p> <p>Discuss claims decisions with claimants/legal representatives.</p> <p>Liaise and attend meetings with the other Directorates, Council's solicitors/barristers and attend Court.</p> <p>Identify and investigate possible fraudulent claims.</p> <p>Assess liability and negotiate settlement of third party damages and solicitors costs within agreed authorisation levels.</p> <p>Pursue recoveries / contributions from other parties where appropriate.</p>

	<p>Ensure performance indicators are met and compliance with relevant Pre Action Protocols.</p> <p>Ensure the validity and consistency of the computerised claims system including updating and extracting claims data.</p>
<p>Other duties/specific policies e.g. DBS</p>	<p>Contribute to the overall development of the service.</p> <p>Keep abreast of and adapt to changes in legislation, developments within the insurance profession, technology, and local priorities.</p> <p>The post holder will be required to travel between different Council (and associated bodies) locations, as necessary.</p> <p>The post holder must carry out their duties with full regard to the Council's Equal Opportunities Policy, Code of Conduct, and all other Council Policies.</p> <p>The post holder must comply with the Council's Health and safety rules and regulations and with Health and safety legislation.</p> <p>The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.</p> <p>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.</p>