

Person Specification

Job title: Senior Claims Handler

Note to applicant - You should pay particular attention to the essential criteria below and provide evidence of how you consider you meet them as part of your application. Failure to do so may mean that you will not be shortlisted.

Each listed requirement will state how it will be assessed e.g. application form, interview, work-based test, and certificate.

Essential Criteria		Method of Assessment
Experience	Experience of handling, investigating, assessing liability, and negotiating settlement on employers liability, public liability, and motor claims, preferably within a local authority / solicitor / insurance company	Application form Interview
	Experience in supervising colleagues	Application form Interview
Skills, Knowledge, Ability (including ability to develop knowledge, skill or experience)	Working knowledge of the relevant Civil Procedure rules, Pre Action Protocols and electronic Claim Portals	Application form Interview
	Ability to communicate both verbally and written with members of the public/ legal representatives and other organisations	Application form Interview
	Excellent organisational skills and the ability to prioritise with competing deadlines	Application form Interview
	Good numeracy skills	Application form Interview
	Good IT skills including Office / Teams	Application form Interview
	Ability to work on own initiative as well as within a small team	Application form Interview

Essential Criteria		Method of Assessment
Work Related Circumstances/ Values of the Council	Ability to meet the travel requirements of the post	Application form Interview
	Flexible approach to work	Application form Interview
	Ability to comply with the Councils values of: <ul style="list-style-type: none"> • We innovate. • We enable. • We respect. 	Application form Interview

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