

Claims Investigator

Job Specification

Company Name:	VFM Services Ltd
Type of Company:	Claims Handling, Risk Management and Training Consultancy
Location:	The Ash Suite Second Floor 100 Hermitage Road Hitchin Herts SG5 1DG
Department:	Claims Management Unit (CMU) – Hitchin
Reporting to:	The Claims Investigator Team Leader
Job Purpose:	Working within a team, you will be responsible for managing personal line's insurance claims, efficiently and effectively, in order to assess risk, validate and conclude the claim, using a telephone based 'conversation management' interviewing technique.
Key Accountabilities:	<ul style="list-style-type: none"> ▪ Manage and handle new and existing case load of claims. ▪ Conduct risk assessment and fraud management using New ERA conversation management. ▪ Understand and apply New ERA principles to case management. ▪ Identify, resolve and refer complaints as appropriate. ▪ Concentrating on a volume of high and low risk claims; conduct written/telephone enquiries relating to claims managed by you and inputting details onto the in-house system. ▪ Request and review evidential documentation from third parties ensuring the customer's needs are consistently met. ▪ Conduct case reviews on high risk claims and prepare cases for further/final review by your line manager or Investigation Advisors. <p>In addition to the above, the successful candidate is expected to:</p> <ul style="list-style-type: none"> ▪ Actively play a supporting role within the team. ▪ Actively support the culture of delivering high standards of customer service. ▪ Fulfil further duties, which may be required in addition to the above. <p>Where suitable and following a consistent period of exceptional performance in the CI position, you may apply for the CI level 2 position, for this you will also be required to:</p> <ul style="list-style-type: none"> ▪ Actively play a key supporting role within the team. ▪ Actively support the culture of delivering high standards of customer service and New ERA conversation management. ▪ Assist your line manager to achieve a consistent level of performance and productivity of a team.

	<ul style="list-style-type: none"> ▪ Develop and nurture other team members by proactively supporting the line manager. ▪ Effectively handle high pressure situations and manage your own workload effectively without support/advice. ▪ Lead by example at all times, delivering a positive and professional attitude across the operation. ▪ Provide cover in the absence of the line manager. ▪ Successfully meet targets for additional responsibilities set by the line manager. ▪ Fulfil further duties, which may be required in addition to the above. <p>(Further details of the specific requirements can be found on the Claims Investigator level 2 role criteria).</p>
<p>Key Skills and Competencies Required:</p>	<ul style="list-style-type: none"> ▪ To have an adaptable approach to the varying demands of the role. ▪ Excellent communication skills. ▪ Ability to manage a workload effectively and under pressure. ▪ Ability to make decisions and work under own initiative. ▪ Highly organised and able to prioritise. ▪ Demonstrate a high standard of customer care at all times. ▪ Demonstrate enthusiasm and professionalism within the role. ▪ Work as part of a team.
<p>Conditions:</p>	<ul style="list-style-type: none"> ▪ Location: Hitchin ▪ Hours of work: 37.5 hours per week on a rotational shift basis between the hours of 08:00 and 20:00 Monday to Friday and 09:00 and 17:30 on 1 in 5 Saturdays. Requirement to work outside of these hours as and when the business and workload demands. ▪ Holidays: 22 days per annum increasing to 27 with length of service. ▪ Contributory pension scheme. ▪ Private Medical Healthcare. ▪ Death in Service scheme. ▪ Healthcare Cash Plan. ▪ Sick pay scheme.