

# Operational Support Staff

## Job Specification

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| <b>Company Name:</b>         | VFM Services Ltd   |
| <b>Type of Company:</b>      | Claims Handling, Risk Management and Training Consultancy  |
| <b>Location:</b>             | Elmstead House<br>Southgate Park<br>Orton Southgate,<br>Peterborough<br>PE2 6YS  |
| <b>Department:</b>           | Claims Management Unit (CMU) - Peterborough  |
| <b>Reporting to:</b>         | Operational Support Unit (OSU) Team Leader   |
| <b>Job Purpose:</b>          | Working within a team, you will provide administrative support to the CMU.   |
| <b>Key Accountabilities:</b> | <ul style="list-style-type: none"> <li>▪ Dealing with inbound telephone enquiries from customers making insurance claims.</li> <li>▪ Telephone customers to arrange an appointment for their claim to be assessed with a Claims Investigator (CI).</li> <li>▪ Input details of all new claims onto the database and electronic calendar.</li> <li>▪ Actively play a supporting role within the team.</li> <li>▪ Actively support the culture of delivering high standards of customer service.</li> <li>▪ Fulfil further duties, which may be required in addition to the above.</li> </ul> <p>Where suitable and following a consistent period of exceptional performance in the OSU position, you may apply for the OSU level 2 position, for this you will also be required to:</p> <ul style="list-style-type: none"> <li>▪ Assist your line manager to achieve a consistent level of performance and productivity of a team (measured by achieving Service Level Agreements, customer service performance).</li> <li>▪ Develop and nurture other team members by proactively supporting the line manager.</li> <li>▪ Demonstrate an ability to handle high pressure situations and manage own workload effectively without support/supervision.</li> <li>▪ Lead by example at all times, delivering a positive and professional attitude across the operation.</li> <li>▪ Complete ad-hoc tasks presented by the line manager as and when required.</li> <li>▪ 'Deputise' to manage the team in the team leader's absence as and when required.</li> <li>▪ Successfully take on additional responsibilities set by the line manager.</li> </ul> |

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|   | <ul style="list-style-type: none"> <li>▪ Fulfil further duties, which may be required in addition to the above.</li> </ul>  |
| <p><b>Key Skills and Competencies Required:</b></p> | <ul style="list-style-type: none"> <li>▪ Telephone, computer and clerical experience is essential.</li> <li>▪ Customer service experience is essential.</li> <li>▪ Experience of working in the insurance industry is desirable but not essential.</li> <li>▪ Ability to work effectively and under pressure.</li> </ul>  |
| <p><b>Conditions:</b></p>                           | <ul style="list-style-type: none"> <li>▪ Location: Peterborough</li> <li>▪ Hours of work: Full-time, part-time and weekend hours available on a rotational shift basis between the hours of 08:00 and 20:00 Monday to Sunday. Requirement to work outside of these hours as and when the business and workload demands.</li> <li>▪ Holidays: 22 days per annum increasing to 27 with length of service.</li> <li>▪ Contributory pension scheme.</li> <li>▪ Private Medical Healthcare.</li> <li>▪ Death in Service scheme.</li> <li>▪ Sick pay scheme.</li> </ul> |