



Claims Trainer / Auditor

Position: Claims Trainer / Auditor

Contract Term: Permanent

Weekly Hours: 35 hours per week

Hours of Work: Monday- Friday, 9am to 5pm **Location:** Deakins Park, Blackburn Road, Egerton, Bolton, BL7 9RW

Salary: £25,000 to £29,000 based on experience

Benefits: Support with relevant industry Qualifications, Sociable Hours, Free Parking and much more!

About us:

We are a reputable general insurance business authorised and regulated by the Financial Conduct Authority. We are currently seeking an experienced Senior Motor Claims Handler to join us on a full-time and permanent basis in our busy office just on the outskirts of Bolton. If you are an experienced Motor Claims Handler and are seeking a new challenge with a forward-thinking company that will fully support your career progression and reward your achievements, this could be exactly what you are looking for!

Key Responsibilities:

- Provide point of contact for training queries
- Identify and address training needs within the department
- Coordinate initial training for new recruits with the department
- Develop, maintain and deliver training programs as required
- Assist in the development of claims handling procedures and processes
- Coordinate training in all Motor Claims teams e.g. first notification, third party, personal injury
- Carry out Audits on specific areas and claims staff to provide feedback on current performance levels and identify areas for process review and personal development
- Coach and mentor colleagues and provide support and advice on a daily basis
- Promote the development of colleagues
- Attend training to develop relevant knowledge, techniques and skills
- Continuing awareness and compliance with FCA, Health and Safety, other regulatory and Carrier requirements
- Continuing awareness and compliance with all internal policies and expectations regarding confidentiality and security of systems and information.

Skills and Experience:

- Sound knowledge of motor claims handling practices, civil litigation legislation and case law.
- Experience in a senior role within Motor Claims and/or insurance background
- Proven ability to mentor, coach and manage staff
- CII Certificate of Insurance
- Dip CII (or working towards) would be advantageous
- PC Literate – experience of MS Word, Excel, Access and Outlook

Salary Information:

- £25,000 to £29,000 based on experience
- 21 days holiday rising to 28 days with length of service + Bank Holidays
- Birthday day off and up to ½ day off for Christmas shopping
- Contributory Pension Scheme
- Sports and Social activities
- Discounted Products and Services
- Annual Appraisal and Salary Review
- Support with industry-relevant qualifications
- Free on-site parking
- Smart/Casual Dress Code and Dress Down Days

Send your CV to:

hr@brokerdirect.co.uk

