



EMPLOYMENT OPPORTUNITIES IN QBE EUROPEAN OPERATIONS

Job title: Claims Adjuster

Department: Legal Expenses

Location: Plantation Place

Role Purpose (Summary)

To examine, evaluate and resolve, in an accurate and timely manner, agreed claim estimates and paid claim values in accordance with policy terms. This role will also encompass project management of initiatives to enhance the Legal Expenses claims handling process and external stakeholder management.

General Description

- Investigate and resolve standard and complex claims of a specialist nature in a professional manner in order to provide excellent claims handling service with minimal leakage
- Support the development and implementation of the claims strategy to enable delivery of overall business targets
- Identify and investigate coverage issues so as to ensure that the company's liability is in line with its contractual commitments and to communicate with relevant stakeholders
- Manage disputed claims and other material claims issues in order to resolve as quickly and economically as possible
- Support the development of relationships with internal and external customers to enable the claims function to fully support their needs
- Support the development of relationships with the Underwriters to enable the claims function to support the needs of other areas within the business

Essential Requirements

- In depth experience of working in a claims environment, within a specialised / complex claims area
- Legally qualified, ACII qualified, progress towards completion of insurance qualifications or qualified as a Costs Consultant
- Strong investigative skills
- Negotiation skills
- Excellent communication skills
- Effective presentation skills
- Relationship management skills