



## **Senior Claims Handler - Belfast**

Applications are invited for the position of Senior Claims Handler on a full time Permanent basis in the Claims department within the Riverside Tower location Belfast.

### **About the role**

The Senior Claims handler will be expected to handle and settle complex Personal Injury /Damage /Property and EL/PL claims in a timely, cost effective and customer focused manner ensuring compliance with relevant legislative requirements in your jurisdiction. Other key responsibilities will be:

- Manage sensitive, complex claims arising from Motor/Property/SME/Agri lines of business
- Complete all aspects of claims management including (notification, triage, investigation, fulfilment, negotiation, liability and settlement, payment, subrogation and salvage) within predefined authority limits and to predefined processes, procedures and escalation points.
- Contain claim costs by implementing agreed processes and deploying all resources effectively (system and technical resources, other teams, appropriate experts, liaising with Third Party Service providers, customers, solicitors)
- Deliver consistency in estimating, minimise leakage and fraud
- Take ownership for managing referrals, escalations and complaints where appropriate including when required the upward referral to your team leader
- Provide advice and guidance to more junior claims handlers or newly appointed team members in your area
- Deliver agreed personal, team and business/company objectives, actively manage your own performance
- Be flexible within the role to undertake other duties as assigned by your Team Manager.
- Identify and refer potential cases of fraud to Special Investigations Unit (SIU) using red flag indicators and handler intuition in order to avoid commercial loss through potentially fraudulent claims

- Compile appropriate MI reporting for escalation to executive team where applicable

### **About the Person**

- Technical Claims, Procedures and processes - Expert in own field
- Applicable legal, liability and quantum – Working Knowledge
- Data Protection Act and AXA Global Security guidelines
  
- Ability to estimate files in sensitive, complex and large claims
- Claim regulations, compliance and legislation – expert knowledge
- Negotiation, influencing, judgement and decision-making - advanced level
- Problem solving and issue resolution
- Strong customer focus with ability to be tactful, empathetic and operate with discretion when dealing with sensitive claims
- 3 years experience in claims handling
  
- Proven delivery of a high level of customer service experience and capability
  
- CIP, 3<sup>rd</sup> level business or insurance qualification - Desirable

### **Rewarding you**

AXA Ireland offer excellent benefits including competitive market salaries, Bonuses, active sports & social, generous pension scheme and training and development programmes to give you plenty of opportunities to develop new skills and embark upon new challenges.

### **Does this sound like the job for you?**

To apply please visit [www.axani.co.uk/careers](http://www.axani.co.uk/careers) and click on the link to submit your CV today

AXA reserve the reserve the right to enhance the criteria to assist in shortlisting.

“We are an equal opportunities employer and welcome applications from all suitably qualified persons from across all communities. Visit [www.axa.ie/axa-insurance-data-protection](http://www.axa.ie/axa-insurance-data-protection) to view our Job Applicant Data Protection Statement.”