



## Job Description

### Claim Negotiator

**Reporting to:** Senior Claim Negotiator

**Area of Business:** Movo Partnership - Claims

### Overall Job Purpose:

To provide proactive management of claims in order to achieve high levels of satisfaction for the insured and broker through high quality claim management, resolution and excellent client service.

### Primary Accountabilities

- Processing all classes of claims in an efficient and timely manner to achieve prompt resolution and settlement by working closely with insurers and loss adjusters.
- Liaise with clients, insurers, loss adjusters and other relevant parties when acting as the agent of a client during claims.
- To liaise with colleagues to identify improvements in internal and external claims procedures.
- To maintain current knowledge with regard to industry compliance and claims regulation.
- To maintain relationships with the existing Movo Insurance Brokers client base and any incumbent AR's / Businesses by providing first line contact face-to-face or telephone advice and support.
- To continue personal development by completion of ongoing insurance qualifications and/or training to improve personal knowledge of the industry and company business.
- To carry out administrative duties as required on behalf of Movo Insurance Brokers and group businesses.
- To work within the FCA rules and related procedures published by the company from time to time. This includes the Company's Compliance Manual and Training and Competence Manual.
- To attempt to resolve complaints within 48 hours referring any unresolved complaints promptly to the Head of Operations
- Ensuring the customer is treated fairly and that the customer receives excellent service accordance with industry and company guidelines.
- Maintaining quality and customer service standards keeping accurate records and ensuring client records on our software are up to date.
- Other ad-hoc duties that the employer determines fall within the job-holders capabilities.

### Essential Skills

- Accurate record keeping, clear note taking
- Ability to work as a close team



- Ability to problem solve & share ideas
- Experience and ability to deal with a variance of claim types

#### **Preferred Skills**

- Experience using Acturis
- Cert CII qualified
- 2 years claim handling experience