

Job Description

Company Values	Delight Principles
Dedicated	To excellence in customer service
Enthusiastic	Have passion for everything that we do
Likeable	Friendly and fun
Improving	Always seeking to enhance the quality of everything we do
Giving	Generous and warm hearted
Hungry	For success
Teamwork	Communicate at all times

Job Title: Claims Handler

Department: CHUB

Reporting to: Emergency Accommodation Supervisor

Job Purpose: Responsible for handling claims that are received by the Emergency Accommodation department

Key Accountabilities / Activities / Duties:

- Assist with all new and existing instructions
- Ensure daily activities are completed in the set timeframes as set down by Emergency Accommodation Supervisor
- Ensure any complaints are escalated to Head of Operations within SLA's
- To play a vital role in the team and assist your line manager as requested
- Flexibility regarding out of hours phone to ensure covered
- Work to both individual KPIs and team targets
- Attend regular training sessions
- Ensure fully aware and competent in all department processes
- To help cover holidays and sick wherever possible

Health & Safety

- To act on your responsibilities detailed in the Health & Safety at Work Act 1974
- To demonstrate a working knowledge of fire prevention and to follow the company evacuation plan on hearing the alarm
- To be security conscious with respect to staff/property/welfare and to report suspicious circumstances to your line manager

General duties

- To familiarise yourself with your departmental standards of performance and to be able to demonstrate their application
- To maintain a high standard of personal hygiene and grooming at all times
- To co-operate and communicate with colleagues to ensure effective department teamwork
- To attend any meetings, training sessions and/or courses that may be beneficial to you and your development
- To follow any procedures set up for energy conservation

Hours of work

Full time - 40 hours, spread over 5 days each week. The role will need to cover our various business hours, Monday to Sunday, on a rotating basis.

Opening hours: Monday to Friday 8am-7.15pm, Saturday & Sunday 10am-4pm.

Package

£17,500 per annum, 28 days holiday (inclusive of bank holidays), a range of staff benefits including discounted hotel breaks, healthcare cashback scheme, training and development opportunities.

Flexibility

Due to the nature of the business, a degree of flexibility is required, and the post holder may be required to perform certain tasks not specifically referred to above.

Person specification & skills required

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSE English & Maths 	
Attainments/competencies	<ul style="list-style-type: none"> Computer literate Written and verbal communicator at all levels Customer focused Excellent attention to detail Good relationship builder Effective time management Flexible approach 	<ul style="list-style-type: none"> Motivational skills Sales and negotiation experience Good commercial awareness
Previous experience	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> One year's experience in a similar role
Experience required	<ul style="list-style-type: none"> Ability to work on own initiative and to tight timescales when necessary Possess excellent communication skills Ability to follow Company Policy and Practices 	<ul style="list-style-type: none"> Experience with problem solving and customer complaints Knowledge of CRM systems
Special aptitudes (e.g. oral or written skills, manual dexterity, etc.)	<ul style="list-style-type: none"> Enthusiastic self-starter, able to work on own initiative Willingness to learn Well organised Positive 'can do' attitude 	<ul style="list-style-type: none"> Multi-lingual