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|-----------------|--|-------------|---------------------|
| Job Title       | Claims Administrator                   | Date        | March 2022          |
| Responsible to  | Claims Director                        | Prepared by | CT/PD/ET            |
| Responsible for | N/A                                    | Location    | Ardrossan, Ayrshire |
| Salary Scale    | £20,000 - £25,000 per annum + benefits |             |                     |

### Overview of Role

The Q Policy from Q Assure Build Ltd is a Structural Defects Warranty for new build, refurbishment and conversion developments which puts quality build and customer service first. Our team is knowledgeable and experienced, helping developers and builders to identify issues early so that they don't become problems for their customers. We are flexible and solution-focused: we understand that every site is different, and every build has its own challenges. We look up from the checklist to help our clients progress. People deserve better buildings, and we know there is a better way to build. We drive high standards wherever and whenever we can.

**Q's mission is simple - to improve standards of construction, one building at a time.**

In order to achieve this mission, Q is looking for a Claims Administrator to assist with all aspects of our insurance claims handling process. The ideal person will be an enthusiastic, friendly and self-motivated individual with excellent communication skills, the ability to converse confidently with people at all levels, excellent written & spoken English and a really keen eye for detail. An excellent telephone manner, ability to remain calm in all situations and good problem solving capabilities are essential for dealing with policyholders and clients. Previous experience of dealing with insurance claims administration is essential.

### Key Functions of Role

**The position will involve (as a minimum):**

- Act as a key point of contact for the company on a daily basis, interacting with policyholders and clients, dealing with claims notifications and making arrangements for resolution.
- Manage claims information flow, identifying required policy information and supporting claims information.
- Maintain project files on Company Dropbox, ensuring they are exceptionally well organised, with all relevant documentation clearly labelled and stored in a logical manner.
- Identify policyholders and clients from project records and present correct file information to Claims Director for analysis.
- Record all claims notifications and take responsibility for maintaining the Claims Database with accurate information for analysis and reporting purposes.
- Manage claims email inbox and ensure regular, timely communication with policyholders to manage expectations and provide information within required timescales.
- Liaise with Claims Director on a daily basis to manage claims caseload, providing information as required and assisting the Claims Director to work through actions required.
- Assist the Claims Director in communication with clients, policyholders, Consumer Code and insurance underwriters as required.
- Assist the Claims Director to make arrangements for any claims site visits including managing claims calendar and resources required.
- Collate resulting site visit reports, technical documents and photographs from surveyors and assist Claims Director to produce Underwriter Claims Reports.
- Make arrangements for any follow up requirements, information or visits in liaison with Claims Director.
- Prepare policyholder report and response communications for review, liaise with Claims Director and collate any required information. Issue resulting claims decision information.
- Maintain information from Claims Database in correct format for underwriting reporting and assist Claims Director to prepare monthly report.
- Record all correspondence and activities in compliance with FCA Regulations, providing support and assistance to Underwriting Team for compliance activities, taking part as required.
- Assist Claims Director with preparing reporting information for Q Team for "Lessons Learned" sessions.
- Assist the Claims Director with identifying improvements in processes, documentation and running of the claims department.
- Assist Claims Director with audit preparation and ensure that files are ready for review.
- Liaise with Technical Team to identify information required for training purposes and assist Claims Director with collation of materials and examples.
- Liaise with the Operations Team and clients to obtain information for new policyholders following property sales, where necessary.
- Liaise with other Q teams to assist the Claims Director to support ongoing underwriting, sales and marketing initiatives as required.
- Assist the Directors in the growth and development of the Q brand. Any other duties as reasonably required by the Company.



## Key Attributes for Post Holder

- Experienced administrator preferably with a formal education. The candidate should hold at least a Higher / A Level in English and preferably Maths.
- Previous experience of insurance claims administration is essential. It will be an advantage to have already successfully passed the CII Foundation Insurance Test.
- The post holder must demonstrate the ability to exercise excellent judgement and discretion at all times, since they may be privy to confidential information & processes.
- Excellent communication skills essential. Ability to converse confidently with people and excellent written & spoken English with a keen eye for detail is absolutely essential for the role.
- Excellent telephone manner & ability to remain calm in all situations.
- Enthusiastic, self-motivated individual able to work independently and unsupervised/integrate well as a team member and generally possess a flexible attitude.
- Exceptionally well-organised individual with the ability to prioritise workload with flexibility to multi-task.
- Highly IT literate and competent, experienced user of all Microsoft Office software - high level of competence expected in both Word & Excel.
- A common sense approach to business and client requirements and the ability to quickly and accurately read situations is essential.
- Smart (business appropriate) appearance, discreet nature, flexible attitude and a general commitment to do what it takes to get the job done.

## Additional Information about the Position

- This position is offered on a full-time, permanent basis.  
*A six-month probationary period will start from the date of commencement of employment with the potential for intermediary reviews during this period.*
- This position is office-based but may involve occasional travel to sites / client offices / other company offices, on occasion requiring overnight stays.  
*Note: this is not expected to be a frequent occurrence, it will only be very occasionally, if indeed at all.*
- This position attracts 25 days annual leave (plus bank holidays).
- Hours of work are minimum of 40 hours per week - start & finish times are reasonably flexible provided client and company needs are met in full and minimum weekly hours are covered. *If required by a particular deadline or other circumstance, the company may request overtime working.*
- The company operates a group personal Pension Scheme and will make employer contributions in line with auto-enrolment, in addition to contributions made into the scheme by the employee. *This is available after 3 months of employment.*
- The company operates a private company medical scheme, which is available to all employees. The employee may opt to extend this to cover family members and/or dental plan by a personal contribution. *This is available after successful completion of the probationary period.*
- The company offers an individual development programme which is developed with Line Managers to establish key targets and rewards (aims based on successful achievement of targets/stepping stone) for all employees who wish to develop one.  

This is aimed at personal development to the benefit of the individual as well as the company, which may be towards specific training needs, a professional or academic qualification and/or diversification of skill levels and experience within a different field to that currently undertaken as your main role.

The company encourages everyone to develop and diversify their own knowledge base and qualifications/skills.

## Further Information about Q

To apply for this position, please send your CV to Morag Bratchie at [morag.bratchie@qassurebuild.co.uk](mailto:morag.bratchie@qassurebuild.co.uk).

To find out more about Q and its associated companies, please visit [www.qassurebuild.co.uk](http://www.qassurebuild.co.uk).

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