Claims Handlers
Various Grades

Vacancies have arisen for Claims Handler at the MIB. The successful applicants will be responsible for handling and settling claims.

You will be responsible for:

- Delivering a positive customer experience by communicating with our stakeholders in a helpful, proactive and professional manner
- Processing work chronologically and/or in order of priority as advised, and to help out other claims handlers to ensure that this is achieved when necessary
- Dealing with, under the supervision of the Claims Team Manager, all aspects of claims handling including letter writing, telephone contact, diary management, valuation, negotiation and settlement of the following types of claim / loss:

    - Loss or damage to property
    - Straightforward liability Issues
    - Moderate personal injury
    - Straightforward heads of claim
    - Costs - predictable scheme
    - To act within set handling authorities as defined by the Claims Authorities Matrix

For this role you will need to have the following skills and experience:

- A good understanding and application of the MIB agreements and claims handling processes / procedures, gained from experience of working as a Grade 7 Claims Handler or similar. This should include:
- Uninsured Drivers Agreement and/or
- Untraced Drivers Agreement and /or
- Internal Regulations
- The Road Traffic Act
- Article 75
- EC Directives
- To be able to use the AS400 or similar system as well as Microsoft based products
- To understand and use the expert valuation system within the operating criteria, and fully appreciate the need and benefits of the same
- A good understanding of motor insurance and claims principles in general
- A good understanding of the Civil Procedure Rules and MIB stance on litigation

The successful candidate must already hold or be willing to work towards a level 3 qualification on the Qualifications Credit Framework (QCF). This equates to:

- 2 pass grades in A levels
- CII Level 3 Certificate
- NVQ Level 3

All applications should be sent to Steve Biggs, HR Officer: sbiggs@mib.org.uk