Job description

Claims Handler – Bristol

# ABOUT US

RPC is a dynamic, collaborative and commercial law firm. We love our work, but we love our clients more. Those clients are often household names, many of our lawyers are market leaders, and by investing in long-term relationships together we achieve award-winning results.

Headquartered in London and with offices in Bristol, Hong Kong and Singapore, we support our clients globally, both through our own offices and by collaborating with leading law firm networks. We are big enough to handle the most complex matters, and agile enough to adapt quickly to the opportunities and challenges our clients face. Through our commitment to and focus on five strategic areas of importance – Commercial & Financial Disputes, Insurance, Regulatory, Retail & Consumer, and Technology & Media. – complemented by a wide variety of practice areas, our revenue increased by 43% in the last three years.

That commercial success is reinforced by our unique culture. Clients and recruits are often surprised by just how different – how approachable – we are. We hire people with personality and invest heavily in their professional development and wellbeing. Every person at RPC should feel valued, respected and free to be themselves. And we want to help everyone achieve their ambitions – our clients, as much as our people.

# DIVERSITY, EQUITY, INCLUSION & BELONGING

We are problem solvers. Whether in front of clients or behind the scenes. To solve problems creatively for clients, we need diverse collaborative thinking; drawing on different experiences, backgrounds and perspectives. That means that everyone who either applies to, or works for, the firm is treated equitably. We believe in removing barriers to equal access not least because our people define us and define what we do.

If you need support and adjustments to do your best work, whether that's during the recruitment process or throughout your time at RPC, we’re here to help.

# ROLE OVERVIEW

## The role

We have an opportunity for a Claims Handler to join a growing team that handles claims made against professionals on an outsourced basis. The team handles claims on behalf of leading insurers, acting under delegated authority levels for pre-litigated matters from first notification of loss to resolution. This includes running a caseload which requires you to review and investigate cover, assist insured professionals, respond to claims and report to Insurers where necessary.

## The team

The team provides significant value to the wider RPC law firm as an internal client through the provision of referral instructions to act as panel solicitors and is an important aspect of the firm's insurance business and future strategy.

The desire is to build the team and proactively expand the scope of its fixed fee work across claims handling schemes and books of defendant PI work, by obtaining new business contracts, whilst also consolidating and strengthening the relationships with our existing clients.

Working with the Head of Claims and other team members, you will be responsible for a technical and efficient delivery of service. Collectively, you will be responsible for building and shaping the team for the future, embedding principles of lean and efficient working, and establishing the culture, values and behaviours that make for an attractive and varied legal career.

The team is based in RPC's Bristol office at Bridgewater House. This role will be based in Bristol, and travel to the London office, may be required from time to time.

## Key Responsibilites

* Reviewing insurance policy terms, identifying, investigating, and reporting potential issues to insurers.
* Assisting Insureds to respond appropriately to complaints and claims, investigating externally where appropriate and considering at an early stage the merits and value of claims.
* Negotiating settlement of claims within the delegated authority. Working efficiently, commercially, and equitably in line with delegated authority.
* Understanding the internal SLA's and KPI's of the team and ensuring adherence to these standards.
* Understanding Insurer requirements and complying with Insurer SLA's and KPI's.
* Responsible for the proactive management of a caseload to avoid unnecessary litigation and ensure effective resolution.
* Responsible for maintaining and ensuring the completeness, accuracy, quality, and integrity of data on the electronic case management system for your caseload.
* Supporting monthly and ad hoc reporting to Insurer clients.
* Always providing excellent customer service, contributing to being a market leading claims function.
* Ensuring a consistent approach to client claims and implementing Insurers' reserving policies, so that claims are dealt with fairly and costs are properly controlled, supported by the use of the most appropriate approved external suppliers.
* Identifying trends and escalating risk information to the Head of Claims and Insurers where appropriate, to help manage the profitability of the work portfolio.
* Seeking continuous self-development and keeping up to date with changes in the profession, ensuring you are able to provide market leading solutions.
* Building and maintaining effective working relationships with intermediaries, customers, and suppliers to ensure defined service levels are met and exceeded.
* Ensuring that quality assurance standards are achieved, and procedures followed to agreed standards.

## Knowledge, skills and experience

## Required

* Experience in claims with technical knowledge and expertise.
* Excellent communication skills, both orally and in writing, and a good understanding of how to provide excellent customer service.
* Good decision-making skills.
* An ability to prioritise effectively and adapt plans, accordingly, consistently producing high quality work even when meeting tight timescales.
* Organised and efficient, able to work on own initiative and as part of a team.
* An ability to deal with difficult or demanding situations and clients.
* Good knowledge and confident use of Microsoft office (including Excel, Word, PowerPoint and Outlook) and ideally previous experience of working with a case management system.

## Advantageous

* LLB Law, GDL, ACII, CILEx or equivalent legal qualifications.
* A good working knowledge of law firm operations and pressures; understanding the need for efficient, timely, cost-effective support.
* A sound understanding of relevant legislative and legal frameworks.