Job description

Claims Handler – Property & Casualty –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**  Our Property & Casualty (P&C) team is seeking a claims handler to join the team in Bristol. The P&C team is part of the firm's Insurance Group and has a well-established client base, acting for the vast majority of household and commercial property Insurers in the market. We also act for some large insureds and cover holders.  The team handles a wide variety of claims arising out of property damage, including (amongst other things) fire, water, subsidence, construction and impact damage. The role largely involves running a case load of subrogated recovery matters on behalf of a range of insurers. The successful candidate will have the opportunity to run a property recovery claim from first instruction, through the pre-action stage and into proceedings when necessary. A familiarity with Civil Procedure Rules is therefore necessary.  The P&C Insurance team spans London and Bristol. There are 1 Partner, 4 Senior Associates, 5 Associates, 3 Case Handlers, 1 Litigation Executive and 1 trainee in the P&C Insurance team based in Bristol.  The successful candidate will have the opportunity to work with a number of Partners and lawyers within a vibrant and growing team. The work will be varied, interesting and challenging and where you show you can run the cases successfully, you will be given autonomy to stamp your own mark on the files; there will be the opportunity to work on matters varying in value from £10,000 all the way up to millions of pounds. You will have the opportunity to get involved with business development and client initiatives, where appropriate. Key Responsibilities  * Management of a large caseload of Property Insurance claims * Delivering high quality and timely output to clients, ensuring high levels of client service and alignment with agreed working practices and client service level agreements * Working to develop an environment of constant improvement: enthusiastically sharing with and helping others; and taking responsibility for aspects of team development, such as intranet pages, training and induction, process improvement etc. * Capturing and collating required Management Information in accordance with agreed practice for clients * Contributing to the development and improvement of the team's service, support, processes and procedures * Demonstrating the values and behaviours for which the team is known and keep it client-focused * You will have the opportunity to attend client events and/or travel, principally to London.   **Knowledge, skills and experience**   * Claims Handling experience * Candidates should also have litigation experience; experience of Insurance is desirable but not essential. * A good knowledge of legal procedures * Excellent organisational skills * Excellent communication skills, both orally and in writing * Ability to adapt to shifting priorities and adapt plans accordingly * Be able to demonstrate good initiative and problem solving skills, but be conscious of when to consult others * Have the ability to multi-task and able to manage upwards * Attention to detail, good organisational skills and flexibility * A team-worker, but also strongly self-motivated * Enthusiastic and able to remain calm under pressure * Proactive nature and delivers results * High level of confidentiality and integrity * Excellent team player * Good knowledge of Microsoft Office |  |