

JOB DESCRIPTION – **Claims Handler**

Functional Team:	Business Operations
Reports To:	Claims Handler Team Leader
Responsible for:	N/A
Location:	Currently Hybrid Working (at home and in office) Office is based in Buckshaw Village
Based:	Currently Hybrid Working (at home and in office) Office is based in Buckshaw Village
Hours:	37.5 per week

OVERVIEW

We are looking for an experienced Claims Handler to work within Business Operations. The role encompasses a number of different tasks. A large part of the role concerns dealing with court paperwork, in addition to composing responses to various legal and non-legal arguments. A successful applicant will also be required to brief external advocates, engage in mediation with motorists, and contact County Courts throughout England and Wales (as and when required). This will necessitate a detailed understanding of the relevant laws and the ability to apply them correctly.

We're looking for candidates with relationship skills, a strong work ethic, the ability to learn and adapt to new information quickly, commercial understanding, drive and adaptability. This role will require a good attention to detail, and the successful candidate will need to be proactive and organised. The successful candidate will also need an ability to write well and a good grasp of computer processes is essential.

KEY DUTIES & RESPONSIBILITIES

- ✓ Auditing each case individually and assessing whether or not it is suitable for a county court claim. This will include looking at a number of different factors.
- ✓ Manage your own pipeline of cases from audit to completion.
- ✓ Dealing with calls, correspondence and payments from motorists in relation to their court claim.
- ✓ Dealing with correspondence from the courts and ensuring that all case records are kept up to date.
- ✓ Undertaking legal research.
- ✓ Prepare routine correspondence.

- ✓ Preparing pleadings and court forms.
- ✓ Creating and monitoring possible instalment plans with motorists.
- ✓ Preparing responses on a case-by-case basis and briefing external advocates. This will need an understanding of the applicable laws and their relevance to each case. This could include drafting instructions to counsel.
- ✓ Analysing and providing a report on each court decision.
- ✓ Creating, developing and maintaining a close relationship with Parkingeye's external advocacy service.
- ✓ Undertake any other duties as required, commensurate with the level of the post.
- ✓ Candidate must be able to work towards Court Deadlines

PERSONAL ATTRIBUTES/SKILLS

- ✓ Excellent IT skills and the ability to produce own correspondence and documentation.
- ✓ A professional qualification/degree in Law preferred but not essential.
- ✓ Excellent interpersonal skills, with the ability to communicate confidently and professionally over the phone and face to face.
- ✓ Excellent time management and organisational skills and the ability to prioritise own workload.
- ✓ Experience in a similar role would be preferable, but not essential.
- ✓ Experience in dealing with the claim handling (pre-litigation) aspects of a file as well as being able to progress a claim through the litigation process.
- ✓ Adhoc duties as requested by the Enforcement Manager and contributing to the team effort.
- ✓ Knowledge of Civil Procedure Rules essential.
- ✓ Living the Parkingeye Blend Values: ***Be Passionate, Let's Innovate, Embrace Collaboration, Nurture Trust, Drive Excellence***

ADDITIONAL INFORMATION

NOTE:

This Job Description is a guide only and is not exhaustive.
Additional duties may be required as and when the needs of the business or position dictate.

Signed: Date:
Employee

Signed: Date:
On behalf of Parkingeye Ltd