

Job description

Job title	Claims Assistant
Employment type	Full-Time Permanent
Reporting to	Claims Operations Manager
Working hours	9.30am – 5.30pm - Monday to Friday
Location	85 Gracechurch Street, London EC3V 0AA
Salary	£ Competitive
Bonus	Discretionary Bonus Plan

At CFC we pride ourselves on being an employer of choice. We were delighted to be recognised in the *'Sunday Times 100 Best Companies to Work For 2019'* including a placing within the Top 30 for London!

CFC Benefits include 25 days holiday, Private medical insurance (plus dental and Optical cashback benefit), Life insurance scheme, Income protection scheme, Pension plan, Season ticket loan, Subsidised gym membership, 24/7 employee assistance programme and dress for your day. CFC social events include summer party weekend, Halloween and Christmas parties.

About CFC

CFC is a specialist insurance provider and a pioneer in emerging risk. With a track record of disrupting inefficient insurance markets, CFC uses proprietary technology to deliver high-quality products to market faster than the competition while making it easier for brokers to do business. Our broad range of commercial insurance products are purpose-built for today's risks, and we aim to give our customers everything they need in one, easy-to-understand policy.

Headquartered in London, CFC serves more than 70,000 businesses in over 80 countries. We're privately held and growing faster than any of our competitors in the market.

Although insurance is a serious business, our culture isn't too corporate and we never take ourselves too seriously. We are 'one-team' and enjoy a culture of openness and encouragement. We invest heavily in the learning and development of our people and enjoy a fast-paced working atmosphere that is friendly, supportive, and fun.

Role definition

CFC's claims team currently consists of approximately thirty claims professionals and is expanding rapidly in line with the growth of the business. This expansion has given rise to the need for a Claims Assistant to join CFC's claims team to assist on open matters and support various administrative processes across the team, allowing our claims professionals to focus on their primary roles.

You must be highly organised, personable and have a positive attitude. This role will allow you to build upon your administrative skills and will give you the opportunity to increase your knowledge within the insurance industry. You must demonstrate an ability to organise your workload, be willing to learn and have good attention to detail in order to deliver the highest standard of support to the team.

Given the growth of the team, over time there could be scope to develop this role's responsibilities with a view to becoming a trainee claims adjuster.

Key responsibilities & Accountabilities

- Support the claims team in ensuring CFC's claims department continues to act as an effective TPA for its capacity providers in accordance with binding authority SLAs & claims handling agreements, with adherence to Treating Customers Fairly (TCF) and Conduct Risk;
- Assisting with ongoing data cleanse processes;
- Processing, filing and logging invoices in line with team performance standards;
- Performing peer reviews with other claims team members;
- Creating new claim files and drafting acknowledgements;
- Assisting claims adjusters with open matters;
- Assisting claims managers with ad-hoc administrative tasks as directed.

Skills & Ability

- Highly organised with the ability to prioritise and manage your own workload;
- Analytical with excellent logic and critical thinking skills;
- Strong numeracy and communication skills (both verbal and written) with excellent attention to detail;
- Confident and self-driven and able to work to deadlines and targets;
- Strong work ethic with an ability to operate effectively under pressure;

- Positive and enthusiastic attitude with a willingness to learn and challenge the status quo;
- Above all you're a team player with a passion for learning more about insurance!

Knowledge & Experience

- Knowledge of the insurance industry is not required but would be beneficial;
- Prior experience in an administrative role preferred;
- Good computer skills (including Microsoft Outlook, Word & Excel)

Education & Qualifications

- Administrative qualifications preferred but not essential;
- A strong interest in professional development, with a view to completing their CII or equivalent.

Our Core Values

Apply now

Passion & perseverance

We're passionate about what we do and it shows.

Respect & humility

We treat everyone as we would want to be treated.

Intensity

We hold ourselves to the highest standards, always.

One team

We show up as one team to achieve outstanding results.

The information contained within this job description is not intended to be an all-inclusive list of the duties and responsibilities of the role. The role holder may be required to perform other related duties as assigned. CFC Underwriting Limited may at its discretion, assign or reassign duties and responsibilities as appropriate.

Our mission is to radically simplify the way commercial insurance is bought and sold.

