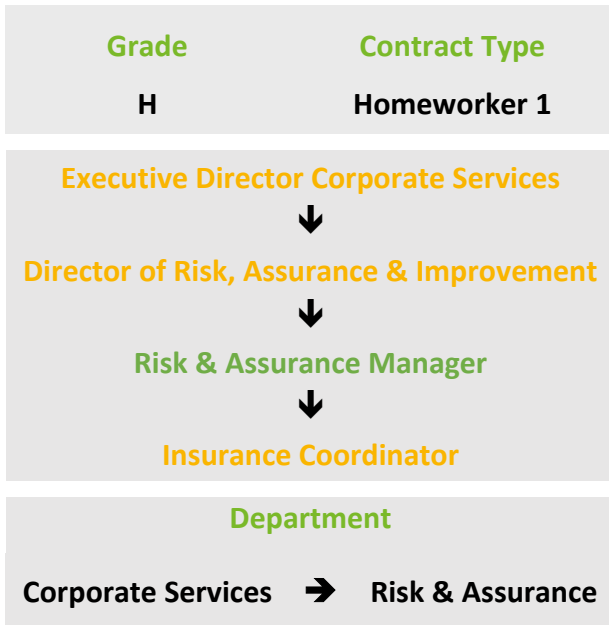


# Insurance Coordinator



## Role Overview

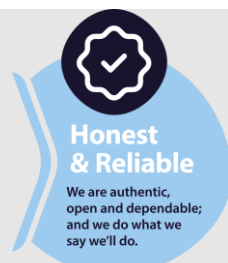
Support the delivery, maintenance and operation of the Insurance function across YHG by providing efficient administrative services for all claims and insurance matters.

Ensure a robust process for claims investigation is followed and claims are appropriately investigated, escalated and the appropriate analysis carried out to assist the business to manage its insurance risk exposure.

## RESPONSIBILITIES

- Support the Insurance Team in the day to day management of the Group's Insurance programme, providing administrative support to the insurance team including mailbox, eg processing incoming and outgoing correspondence (primarily emails but also post and telephone).
- Collate information which supports the effective management of insurance claims, including opening claims on the system, liaising with internal departments and the Group's Insurers. Daily review of all emails for the insurance team and assign them to the correct person, highlighting any urgent action if required to the e.g. court documents, executive emails and complaints, etc.
- Provide expert support to customers with enquiries related to insurance claims, ensuring their needs are met promptly and effectively.
- Serve as the initial point of contact to deal with insurance queries from internal & external stakeholders.
- Assist in the gathering of data from the business to assist with claims investigation and repudiation.
- Assist in the collation of data for the delivery of the annual insurance renewal exercise
- Investigation of potential and under excess claims.
- Review documentation and provide challenge when needed to ensure that the Group is in a position to make the appropriate liability decision.
- Assist with the smooth running of the claims process and to utilise a risk-based approach to our defence. To identify learning from claims to highlight to the Risk & Assurance Team to enable feedback to the business through regular communication and reporting.

## Our values



- Maintaining and collecting insurance data and records & assisting in this being used to spot trends and to assist the business to proactively manage its risks.
- Collaborate with internal and external stakeholders to defend and investigate claims.
- Keep up to date and comprehensive account of claims via trackers / systems.
- Undertake additional duties appropriate to the role and/or grade

## STRENGTHS

- ✓ Ability to effectively multi-task, whilst maintaining accuracy and attention to detail.
- ✓ Confident and clear communication, both written and verbal and excellent problem-solving skills.
- ✓ Keen eye for detail with the ability to translate often complex information to provide simple but meaningful results.
- ✓ Highly organised with the ability to work with a range of stakeholders to meet deadlines.
- ✓ Excellent relationship building skills with prior experience in liaising with internal and external customers.
- ✓ Experience in investigations (preferably within claims).

## ESSENTIAL REQUIREMENTS

- ✓ Experience working sensitively with confidential information
- ✓ Excellent interpersonal skills with the ability to work positively with others to collate key information and challenge if required.
- ✓ Prior experience of claims processing
- ✓ A self-starter who is used to using a high degree of personal initiative to work effectively and meet deadlines.
- ✓ Ability to thrive in a fast-paced environment by quickly adapting to changing priorities and managing multiple tasks and deadlines effectively.
- ✓ GCSE English or equivalent

## BENEFICIAL TO THE ROLE

- ✓ In-depth knowledge and understanding of insurance policy working, from a regulated sector
- ✓ Prior experience in the investigation, management and repudiation of insurance claims.
- ✓ Strong stakeholder management experience at all levels. The ability to challenge and provide oversight to any stakeholder.
- ✓ Prior experience of end to end insurance renewal process.