

Job Description and Role and Responsibility Statement

Role Title and Base:	Date of Issue:
Trainee Claims Administrator	July 2010

Reports To:
Claims Manager

Purpose of the role:
The job holder will, ultimately, be responsible for assisting the Claims Manager in the administration of all claims for Fidelius Insurance Services Ltd Clients, both Personal Lines and Commercial. The role will include general claims administration as well as the maintenance of claims databases and graphs to assist with the preparation of management reports.

Key Responsibilities:
1. Claims Administration Duties
<ol style="list-style-type: none"> 1. Provide dedicated administrative support for the claims manager and the individual account executives. 2. Assist with the taking of new instructions on claims by telephone, including the gathering of data to complete new claim instruction sheets. 3. To record new claims on Acturis, loading claims data in all the relevant fields, ensuring the accuracy of the data for future data analysis. 4. Maintain client claim files within the agreed procedures and following the best practice guidelines set out in the Claims Handling Guide. 5. To produce and to assist in producing quality reports, documents and presentations for the claims department as required, to agreed timeframes. 6. Dealing directly with clients, third parties and others, by telephone and others means to gather information required in the administration of claims; the issue and completion of claim forms, the obtaining and submission of estimates, etc.

7. Scanning of documents to Acturis, ensuring paper and electronic files are identical.
8. Assisting in the process of creating a paper-free department.
9. Undertaking file reviews and assisting the claims manager in the completion of diary tasks on a day to day basis.
10. Retrieval and return of paper files to and from file cabinets, on a day to day basis.
11. To highlight to your Line Manager any areas of backlog and to help implement an appropriate course of action.

2. General Duties

1. To support the business strategy of the group and to promote good client relations.
2. To comply at all times with company Health & Safety and other policies.
3. To ensure at all times adherence with company policies, with particular emphasis to FSA rules and regulations.
4. To conform to a standard personal conduct including appearance and behaviour as designated and appropriate.

3. Personal Development

1. To undertake on the job training, primarily but not solely with the claims manager, to develop and improve competency in the role of claims administrator.
2. To maintain a Training and Competency program, agreed and reviewed by your Line Manager.
3. To maintain training records for review at regular intervals and at annual appraisal.
4. To attend internal or external training courses as directed by your Line Manager.

4. General

1. To complete any other reasonable duties as requested by the Company from time to time in accordance with the needs of the business.

5. Declaration

Job Description agreed and signed off as below

Signed (Job Holder): _____ **Date:** _____

Signed (Line Manager): _____ **Date:** _____