

## Claims Executive

### Job Description

**Job title:** Claims Executive  
**Department:** Real Estate  
**Location:** Manchester

#### Job role overview

To provide an exceptional technical claims service to a range of property clients based in Manchester and London.

#### Key responsibilities

- Provide technical guidance and advice on all claims and settlements to both client and team members
- Input and maintain claims data onto the Acturis platform, ensuring that files are accurate, compliant and processed in a timely manner and diaries are kept up to date
- Advise on, handle and resolve Claims matters by phone, email and in person as appropriate
- Deliver great customer service by responding swiftly to queries and concerns from clients, ensuring service standards are always met
- Produce up to date Claims reports for inclusion in pre-renewal/renewal reports, or as required by the Account Director/Executive/Handler
- Action Client's requirements/instructions on claims
- Organise and attend claims meetings both internally and with Clients as required
- Foster and maintain professional relationships with Insurers and other suppliers
- Support the Real Estate management team by conducting research, compile data and prepare for meetings/projects that they are involved in
- Ensure Bridge procedures are adhered to
- Ability to liaise adequately with all parties throughout the claims process, including Residents, Managing Agents, Insurers, Loss Adjusters, Contractors, Service providers
- Keep up to date with current market conditions and external factors affecting the Clients Business and sector
- Monitor and report on performance against agreed targets
- Ensure compliance with regulations and procedures as laid down by the Financial Conduct Authority, through CPD.
- Keep up to date with all changes in the regulatory framework
- Act with integrity and always maintain Bridge reputation and standards

#### The successful candidate is likely to have the following skills, attitude and experience

- Minimum 5 years claims experience in a Property and Liability environment.
- Professional qualifications or working towards preferred
- Experience using Acturis and Excel.
- Good planning and organisational skills - prioritising workloads
- You'll need to be a Team player, proactive and appreciate that sometimes you may need to work some unsociable hours to help our clients.

- Able to work methodically and under own initiative with an attention to detail in order to deliver excellent customer service skills
- Excellent interpersonal and communication skills and has a positive attitude
- You should be able to demonstrate an ability to develop and manage good working relationships with clients and insurers through building trust and mutual respect
- Have outstanding industry and sector knowledge, maintained through CPD.
- Understand and ensure compliance with regulations and procedures as laid down by the Financial Conduct Authority (FCA), by keeping up to date with all changes in the regulatory framework