

Job Description:	Technical Claims Lead
Role Reports to:	Chief Insurance Officer
Location:	Ringwood, Hybrid
Working Hours:	Full Time – 37.5 hours per week. (Part-time considered)
Number of Line Reports:	None
Salary:	DoE

About us:

Intelligent Insurance provides specialist non-standard home Insurance to customers who typically have complex home insurance requirements and/or have difficulty obtaining competitive cover elsewhere. Now one of the leading insurance providers in the non-standard market, the company has gone from strength to strength; we continue to grow our capabilities, having recently launched our own MGA model.

Role Overview:

We are seeking a meticulous and detail-oriented Technical Claims Auditor to ensure the accuracy, compliance, and quality of our claims handling processes. The Technical Claims Auditor will be responsible for conducting audits, reviewing claims files, and providing feedback to claims handlers, adjusters and fulfilment providers to improve claims handling efficiency and effectiveness. This role requires a strong understanding of insurance claims principles, keen analytical skills, and a commitment to excellence in claims management.

Key Responsibilities:

Performance Review & Management:

- Manage existing supplier relationships and establish governance and controls around Customer, Commercial and Regulatory KPI's. Where performance is adverse to target, ensure the claims partner has an appropriate remedial plan.
- Support the various claims handling operations reduce claims leakage through live file audits and making recommendations where it is anticipated leakage could occur.
- Review existing supplier performance, make recommendations to stay, move or improve and seek approval from our capacity partners for your recommendations.

Continuous Improvement:

- Collaborate with claims management and other stakeholders to identify opportunities for process improvement and operational excellence. Participate in cross-functional teams and initiatives to enhance claims handling efficiency and effectiveness.
- Identify and execute ways to improve product intent and claim handling requirements through development and iterations to Intelligent's claims handling philosophy.

Technical SME:

- Keep close to the market to understand changing dynamics and trends. Feed insights into the Technical Pricing Team.
- Act as SME within the business on both technical property/buildings know-how and claims experience.

Experience & Skills:

- Suitable experience in insurance claims management or auditing.
- Technical understanding of residential property construction and property claims.
- Strong understanding of insurance claims principles, including policy liability assessment, quantum assessment, and settlement negotiation.
- Excellent analytical skills with the ability to review and interpret complex and technical claims documentation.
- Attention to detail and accuracy in reviewing claims files and identifying discrepancies.
- Knowledge of insurance laws, regulations, and compliance requirements.
- Excellent communication and interpersonal skills, with the ability to effectively communicate audit findings and recommendations.
- Proficiency in Microsoft Office applications, including Excel, Word, and PowerPoint.

Piqued your interest?

At Intelligent, you'll have the opportunity to play a critical role in ensuring the accuracy and compliance of our claims handling processes. We offer an attractive package and opportunities for professional growth and development. Join us in shaping what is set to become a best-in-class insurance business.