



## Job Description

<b>Job Title:</b>	<b>Claims Governance &amp; Assurance Assistant</b>
<b>Reporting To:</b>	<b>Head of Claims</b>
<b>Direct Reports:</b>	<b>None</b>
<b>Level of qualification:</b>	<b>School leaver / graduate</b>

<b>Responsibilities</b>	To provide support to the claims function and help to maintain governance materials and undertake activities that support various controls and timely regulatory reporting.
<b>Accountabilities</b>	<ul style="list-style-type: none"> <li>• Taking meeting minutes, tracking actions, and logging relevant meeting notes.</li> <li>• Processing collection of funds from our reinsurance partners to ensure the values are accurate and that claims are finalised.</li> <li>• Helping to identify claims that are reportable to reinsurers and reconciliation of monthly reports.</li> <li>• Monitor movements on large claim reports and report any adverse findings.</li> <li>• Setting up files on large loss cases and inputting the relevant data onto governance spreadsheets.</li> <li>• Assisting with production of presentation materials and meeting packs.</li> <li>• Maintain and update relevant outsourcing governance materials, claims process guides etc.</li> <li>• Monitoring adherence to GDPR.</li> <li>• Management of relevant claims related dashboards</li> <li>• Monitoring adherence to internal SLAs.</li> <li>• Assisting with producing audits and other reports</li> <li>• Management of team mailboxes and incoming correspondence and signposting where required</li> </ul> <p>General:</p> <ul style="list-style-type: none"> <li>• Ensure completion of all training as mandated by the company and regulated by the GFSC</li> <li>• Achieve and demonstrate levels of competence required to fulfil job requirements</li> <li>• This list is neither exclusive nor exhaustive and there may be other duties, within the remit of this position, required of the job holder from time to time.</li> </ul>

	<ul style="list-style-type: none"> <li>The Company reserves the right to alter this job description and will do so after consultation with the job holder</li> </ul>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>Excellent analytical and communication skills</li> <li>Team player who enjoys a new challenge</li> <li>Organised with attention to detail</li> <li>Capable of working both independently and as part of a team, with a demonstrated ability to meet deadlines</li> <li>Ability to work and communicate effectively with both internal and external stakeholders</li> <li>Excellent verbal and written communication skills</li> <li>Ability to document processes and draft procedure notes</li> <li>Strong computer skills, in particular proficiency in Microsoft Office suite of applications, primarily Microsoft Excel &amp; Powerpoint</li> </ul>

<b>Experience and Skills</b>	<ul style="list-style-type: none"> <li>Well organised, motivated, and self-sufficient</li> <li>IT/ Software skills, in particular a reasonable aptitude in Excel</li> <li>Prior experience of working in insurance or claims is desirable but not necessary</li> </ul>

<b>Review Date:</b>	1 <sup>st</sup> January 2023
<b>Reviewed By:</b>	Joanne May

<b>Current Job Holder:</b>	
<b>Signature:</b>	