

Job Description

Job Title:	Claims Team Leader
Reporting To:	Claims Manager
Location:	Aylesbury, Buckinghamshire

The Business:

Agria Pet Insurance Limited administers a range of pet insurance policies including those on behalf of the Kennel Club and other affinity partners, providing peace of mind for owners and the best possible care and protection for their pet.

The Job:

The Claims Team leader is responsible for supervising a claims team and ensuring the delivery of first class pet insurance claims handling and customer service standards. They are required to work with the Claims Manager to oversee the day-to-day running of their team, ensuring consistent team effort and focus on achieving all KPIs, hitting and exceeding claims targets; whilst maintaining a positive, motivational and supportive working environment.

Main Responsibilities & Duties:

- Responsible for own and team performance in terms of achieving claims targets and other KPIs.
- Conduct regular one to one meetings with team members and deal with issues to facilitate and improve team performance.
- Manage and monitor absence and holiday requests.
- Address unsatisfactory performance, conduct and attendance in line with the company policies and procedures.
- Oversee claims quality checking and feedback.
- Oversee claims call monitoring and feedback.
- Responsible for any high level customer complaints received by team members and support the team in answering ad-hoc customer enquiries.
- Conduct annual and mid-year performance appraisals.
- Actively support, motivate and develop staff through one to one coaching, monitoring and evaluation.
- Ensure all activity is in line with current compliance / regulatory guidelines and service levels.
- Be fully conversant with policy terms and conditions, campaign initiatives, product launches and any other Company initiatives.
- Act as first line manager and primary contact for Claims Assessors, Claims Specialists and Training Lead.
- Support the team in creating a motivational and supportive working environment.
- Communicate, demonstrate, implement and maintain departmental and business standards.
- Provide and maintain exemplary levels of customer service at all times.

- Organise and oversee the departmental induction and training for all new starters.
- Effective communication with team, management, customers and business partners.
- Proactive identification and resolution of issues and problems.
- Act as an ambassador or champion within the department for business initiatives.
- Participate in business projects, leading on areas that impact the Claims Department.
- Maintain and demonstrate a positive outlook and professional image at all times.
- Deputise in the absence of other business team leaders/managers.
- Understand all areas of the business's activities and develop skills required to assist with such activities if required.
- Attend training, meetings and company events.
- Carry out additional duties as requested by management to meet business requirement.
- To comply with Health and Safety policies and procedures

N.B: This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive list of tasks and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.

Qualifications, Skills & Experience:

- Educated to GCSE level or equivalent
- Relevant and demonstrable experience, at a Team Leader level or an equivalent role, in a Contact Centre, Shared Services or Office environment.
- Demonstrable experience in managing teams to maintain and exceed agreed targets.
- Proven ability to manage, coach, motivate and develop team members.
- Proven ability in first line management and addressing unsatisfactory performance, absence management and behavioural issues.
- Proven experience in undertaking monthly and annual performance reviews.
- Ability to communicate clearly and effectively in both verbal and written form.
- Ability to prioritise workloads and use initiative in an appropriate and considered manner in order to meet business needs.
- Competent in the use of Microsoft Office Word, Excel and Outlook.
- Excellent decision making skills with the ability to demonstrate initiative.
- Excellent organisational, interpersonal and time management skills.
- Effective questioning and listening skills.
- Ability to work under pressure and to tight deadlines.
- Ability to present and maintain a professional image at all times.
- Ability to be objective, use own initiative and promote a "can do" attitude.
- Enthusiastic, approachable and flexible with the desire to succeed.
- Ability to consistently demonstrate and maintain departmental and business standards.
- Ability to demonstrate flexibility regarding working hours in order to meet business needs.