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| Job Title: | Senior Claims Handler (French P&C) | Reports To: | French P&C Claims Manager |
| Department/Te | Claims | Location: | Various |
| Travel Required: | Overseas travel possible as and when required | | |
| Job Level: | TBC | Position Type: | Full Time |
| Role Description | | | |
| <p>To provide technical oversight of a portfolio of P&C claims, predominantly in France. This will require close collaboration with the TPAs appointed to handle this book, who report back in English, dealing with claims above DA levels and ensuring the portfolio is handled efficiently and effectively in accordance with Compres principles.</p> <p>The primary role is to handle larger and more complex P&C claims exceeding Delegated Authority, in line with company claims handling guidelines. You will apply your knowledge and experience to proactively manage claims through to settlement, including negotiation and management of complex claims matters. Other key elements of this role will include the assessment of risks attached to new deals, and the development and delivery of strategic approaches to achieve claims savings.</p> <p>The role holder will provide guidance and a positive example to less experienced members of the claims team, acting in a senior position in support of the Claims Leadership Team. There will also be the opportunity to work on other portfolios as and when they are taken on.</p> | | | |
| Main Responsibilities | | Key Skills Required | |
| <ul style="list-style-type: none"> To proactively handle allocated claims to a high standard, including overall assessment of losses and reserves, and negotiation with counterparties to achieve timely settlements. To own the management of large, complex, and disputed claims on behalf of the claims team Identifying and reporting new trends or changes in the behaviour of a claims portfolio. Management of complaint cases within regulatory guidelines. Working with TPAs to provide assistance with referrals and cases over their authority limits. Effective management of external service providers, ensuring they are acting in the best interests of Compres Group. | | <ul style="list-style-type: none"> Excellent level of claims handling technical experience and knowledge, providing consistently high-quality claims handling. Understanding of P&C claims, particularly emanating from France, insurance processes and end-to-end customer claims process. Exceptional knowledge of key terms and conditions in contracts / policies and general knowledge of key legal position in relevant jurisdictions. Strong negotiation skills, with experience in negotiating complex issues with counterparties, including the ability to lead formal mediations, resulting in successful settlements. Effective verbal and written communication skills. | |



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| <ul style="list-style-type: none">• Identifying and delivering opportunities for claims savings, both on an individual claims and strategic basis.• Identification and execution of commutation and buy back opportunities, including the negotiation of deals with counterparties.• Providing technical assistance for the due diligence process for new acquisitions, including the assessment of claims related risks and opportunities, reporting findings within the agreed format and required deadlines.• To gain a good understanding of new accounts upon acquisition, delivering against opportunities identified in due diligence.• Acting as a point of claims expertise with other internal departments to resolve queries.• Providing training, technical support and mentoring to less experienced members of the team.• Acting in a supporting role to the Claims Director and Claims Leaders.• To provide input and ideas for ongoing improvements to claims and other related processes, working in partnership with internal and external teams.• To testify on behalf of the company as a witness in arbitration/litigation when required.• Other additional responsibilities and project work as required | <ul style="list-style-type: none">• Ability to develop good working relationships with both internal and external stakeholders.• Consistently acts as a role model to other members of the team.• Ability to coach and train others, providing relevant and timely feedback to improve skills, performance and behaviours.• Ability to manage own workload effectively, prioritising where necessary.• Adaptability and a flexible, open-minded approach to change.• Complaint resolution skills required.• Good level of computer skills using MS Excel and Word as well as other systems.• Proficient in spoken and written English and French |
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Compre Values

We value each other.

We are inclusive, supportive, and caring towards all our colleagues.

We are collaborative and inclusive.

We have trust in each other, and we work together to achieve a common goal and vision. We communicate transparently to support this.

We are empowered and accountable.

We have pride in delivering our work and have a real desire to achieve our individual, team and company goals.

We are progressive and innovative.

We work continuously grow and improve as individuals and as an overall company.

We are authentic.

We are ourselves; we are individuals, and we bring our full selves to work.

