



Role: Senior Claims Officer

Location: Remote

Basis: Full time

Salary: £24,000

About the role:

This role is all about investigating and resolving high value claims within the Home Improvements and Renewable Energy industry. As a Senior Claims Officer, you will be handling complex cases on behalf of banks, insurers, retailers amongst others. With end-to-end responsibility of your cases, you will validate the claim by making initial contact with the complainant, gathering evidence and statements and deciding what investigative actions are required. You'll coordinate and facilitate inspections and surveys, review reports and arrange remedial repairs where necessary. All while keeping the consumer and client fully updated.

Everyone at QASSS takes responsibility for the success of the business, which has been huge in driving us forward. So, when the pressure is on, we have an "all-hands-on-deck" approach with everyone getting involved to help out. When it comes to your individual role, we don't micromanage so you'll be expected to prioritise and manage your own workload with complete confidence and to a high level.

There's no doubt you'll be challenged and stretched in this role. You'll be in charge of not just investigating and resolving but all the gritty stuff in between that makes a resolution possible; fact finding, data recording, document gathering, coordinating and liaising with engineers, consumers and the client to make sure things are constantly on course for a seamless resolution. This will be ideal for someone who won't get easily fazed by all that and works well under that kind of pressure.

This position is remote but from time to time, we like to meet up and collaborate, so Manchester Centre will need to be accessible.

Some of what you will be doing:

- Managing the end-to-end process against agreed SLA's and targets.
- Log incidents using our ticketing system and triage how best to handle issues.
- Review evidence and statements, and present them to each side with your recommendations.
- Review investigative reports and the scopes of recommended remedial repairs.
- Advise on, and reconcile any discrepancies in the evidence.
- Make prompt arrangements for any remedial repairs and coordinate inspection services as required.
- Liaise and instruct with our network of engineers, surveyors, inspectors etc to assess the issue.
- Keep the client fully updated throughout the life of the case.
- Provide independent support to clients with warranty claims.
- Keep case files fully updated with all of your progress.
- Follow up on and monitor agreed outcomes and ensure they are honoured.
- Provide additional ad-hoc support to junior colleagues and the business where necessary.

Who we are looking for:

- Ideally, you'll have experience and/or knowledge of the home improvement and renewable energy industry.
- Ideally you will have an understanding of the CTSI requirements for an ADR approved body.
- **Claims validation** – this is the crux of the job. Understanding how to assess what claims can be accepted and how they should be handled.
- **Case management** – you'll understand the importance of recording data and keeping files fully updated. Anyone should be able to pick up the claim and know what's happening.
- **Empathetic and confident** – we get all kinds of issues from all kinds of customers. You need to be patient and understanding with some; and confident and determined with others.

- **Customer Service** – for when you’ll be interacting with clients, consumer, engineers and manufacturers. Let your personality shine!
- **Client focus** – our emphasis on client focus is why we are sh** hot at what we do. This has to be at the forefront of your mind; there’s no two ways about it!
- **Autonomous and self-motivated** – we work remotely so you’ll need to have your own work ethic and discipline with bags of passion, persistence and confidence in your own ability.
- **Manage and negotiate** – have the confidence in managing expectations and take control of the situation in a positive way.
- **Calm and professional** – we won’t lie. It can get dicey out there but by keeping calm and professional, we promise you won’t go far wrong.

Who we are:

Incorporated in 2020, QASSS Ltd is a start-up from parent company QA Scheme Support Services Ltd, who are the leading UK provider of dispute resolution services for the home improvement and renewable energy sector. We’re prepared to push boundaries and step up to the challenge to do things differently from our competitors, which is why we are trusted partner in the industry. We offer a combination of pioneering resolution services including Complaint Management, Alternative Dispute Resolution and Remedial and Claims Management. With over 15 years’ industry experience from our parent company, and award-winning technical expertise, we’re not too shy to say we are the best at what we do and have no plans on sitting back just yet.

Due to rapid expansion, QASSS are entering a growth phase and we are looking for the best of the best to join us. With some game changing plans and exciting projects, this is an opportunity to be part of a start-up that is already making waves in the industry. If you are an ambitious and energetic performer, who is keen to progress up the ranks with an already successful start-up company, apply now!

What we’re offering:

- £24,000
- 23 days holidays plus bank holidays (increases with length of service)
- Company Pension
- Life insurance
- Remote worker allowance
- Clear progression path
- Flexible working

Interested?

For more information on QASSS as an employer, head to our careers page at www.qasss.co.uk/careers.

To apply for this role directly, please send your CV to recruitment@qasss.co.uk with the job title in the subject line and a few lines with the reasons why you think you are best suited.