

LANCASHIRE - ROLE DESCRIPTION

Job Title:	Claims Adjuster - Marine	Role Holder:	
Reporting Line(s):	Claims Manager - Marine	Base Location:	London

1. Purpose

- The primary purpose of the role is to provide an efficient and effective claims service for our clients, by responding to each claim notified in a proactive manner in order to return our clients to their pre-loss condition as expeditiously as possible.

2. Specific Responsibilities

- The accurate and timely investigation, administration, quantification, negotiation and settlement of any potential exposures notified to Lancashire Group subsidiaries Marine portfolio within pre-agreed authorities and service targets.
- To proactively adjust own case load of attritional, large and complex Marine losses from first notification to settlement, with referral where required.
- Liaise as required with underwriters, brokers and third parties to assist with coverage analysis and policy response.
- Report reasonably foreseen matters within the Marine claims market that may affect the reputation or financial position of the firm, immediately to Team Manager and the Group Head of Claims.
- Manage paid to incurred, open claim counts across Marine class.
- Perform case reserve reviews as required and report any claim trends identified.
- Maintain accurate records for auditing purposes and preparing reports as necessary.
- Advise Underwriters in respect of any requisite policy language evolution.
- Catastrophe Response.
- Develop and maintain relationships with brokers, peers and service providers within the market as an ongoing concern.
- Ad hoc duties as required

3. Essential Skills & Requirements

- Sound insurance experience
- Understanding of insurance principles and markets
- Accuracy and attention to detail with high standards
- Excellent written and verbal communications skills, and interpersonal skills
- Excellent IT skills including MS Office, Word and Excel skills
- Ensure knowledge is kept up to date with current insurance issues and legal developments

4. Lancashire Values

- Leadership, exhibiting passion and commitment in all aspects of Lancashire life and inspiring others to do the same, we are
- Aspirational, aspiring to deliver a superior service for our clients, ourselves and our business partners, we are

- Nimble in our decisions, actions and business processes, we are
- Collaborative, valuing teamwork and a diversity of skills and experience and sharing in our success, and we are
- Straightforward in conducting our business in an accountable, open, honest and sustainable way.