



Shepherds Friendly is a modern mutual society, offering a variety of adult and children's financial products and services such as ISAs, savings plans, life insurance and income protection. Located in south Manchester in the heart of Cheadle village, the Society has been providing financial security to members for almost 200 years.

Guided by our values of working together, doing the right thing, and making a difference, we are committed to delivering a service which helps our members plan their finances and secure their family's future. In a world of financial complexity, we believe in the power of simplicity.

We are current recruiting for a Claims Administrator in the Claims Department to join our team of talented individuals.

In this role you will be responsible for:

- Sending out new claim packs when required and process new claim notifications.
- Requesting medical evidence necessary for the processing of claims.
- Interpreting and communicating decisions made by the claim handlers and issuing the appropriate correspondence to the stakeholders involved.
- Reviewing emails and adding to files with correct labelling and actively chasing outstanding information on claims.
- Correctly recording all claims management information within the established spread sheets.
- Answering claim queries received by phone or e-mail to an acceptable standard.
- Providing a high level of service to members, internal staff, and intermediaries.
- Assisting with the processing of payments, including issuing claims payment letters to members.

We are looking for someone with:

- GCSE level in at least 5 subjects including Maths & English.
- Good communication and numeracy skills
- Ability to prioritise and multitask.
- Accuracy
- Good time management skills
- Good interpersonal skills
- Good excel knowledge

Most importantly, we offer:

- Salary £22K DOE
- Flexible working hours with the option to work from home (if applicable)
- 25 days annual leave plus bank holidays
- An extra day off for your birthday
- Access to wellbeing support services through Nuffield Health and the National Bereavement Service, including access to 24/7 online GP, discounted gym membership, mental health support, free eye tests and flu vaccinations.
- Company benefits including life insurance, pension scheme, four paid well-being days, and various social and charitable events throughout the year including a volunteering day at a charity of your choice.
- Optional benefits including cycle to work scheme, holiday trading, etc.
- 4pm finish on Friday!

If you think this role would be a great fit for you, please submit your CV and cover letter now to careers@shepherdsfriendly.co.uk. For further information, please contact 0800526249.

Diversity and Inclusion

The Society strives to build and nurture an inclusive culture that encourages, supports, and celebrates the diverse voices of our people to connect with our members and the communities we serve. We offer a range of family friendly, inclusive employment policies and practices, flexible working arrangements, employee engagement initiatives and office facilities and services to support people from different backgrounds.