



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 (12-month Fixed Term Contract) in the Claims Department to join our team of talented individuals.

In this role you will be responsible for:

- Assisting the Claims Team in the processing and administration of the Society's Income Protection and Bereavement Claims.
- Assisting in the administration of claims complaints
- Interpreting decisions made by the claim handlers and issue the appropriate correspondence to the stakeholders involved.
- Prioritising workload as the situation demands to maintain agreed service levels.
- Correctly recording all claims MI within the established spread sheets.
- Increasing medical knowledge and knowledge of income protection, disability and bereavement within the marketplace.
- Answering claim queries received by phone or e-mail to an acceptable standard.
- Scanning incoming post for claims, bereavement and underwriting.
- Being the first point of contact with third party complaints company – providing relevant investigation packs and associated documentation to support in the timely resolution of regulatory complaints.
- Escalating any concerns around claims complaints to relevant stakeholders in a timely manner.
- Providing a high level of service to members and claimants representatives, internal staff, and IFA's.
- Being fully aware of all products sold, and to develop a thorough knowledge of new products.
- Identifying any material risks that occur in the claims function. These should be entered onto the Risk Database and appropriately monitored and reviewed
- Sending out new claim requests when required and process new claim notifications within department SLA.
- Requesting medical evidence via MSS (external claims partner).
- Assisting with the processing of payments, both Bereavement and Income Protection. This may include sending monthly letters on Income Protection claims.
- Effectively manage older block of IP claims (INC, YSP, HP and SP) in line with Claims Philosophy.
- Being aware of the Claims Partners of the Society, services provided and how to explain the benefit of these services to members/IFA's
- Being familiar and use ODG website when assessing claims for standard durations.
- Supporting the implementation of corporate culture initiatives

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: Competitive
- 12-month fixed term contract
- Hybrid working pattern – minimum 3 days in the office
- 25 days annual leave plus bank holidays
- An extra day off for your birthday
- Pension Scheme – 8% employer contribution
- Access to wellbeing support services through Nuffield Health including access to 24/7 online GP, discounted gym membership and mental health support, plus an employee assistance programme, free eye tests and flu vaccinations.
- Company benefits including life insurance, healthcare cash plan, 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, season ticket loan, retail discounts, 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.