



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 currently recruiting for a Claims Assessor within the Claims department in the to join our team of talented individuals.

In this role you will be responsible for:

- The processing and administration of the Society's Income Protection, Life and Critical Illness claims.
- Supporting our members throughout the claims process.
- Handling inbound and outbound telephony-based customer interactions with a proactive approach, working to tight deadlines and making confident, accurate decisions.
- Managing a caseload of Income Protection (IP), Critical Illness Cover (CIC), and Life Insurance claims in line with Shepherds Friendly's Claims Philosophy.
- Maintaining high standards of communication to manage member expectations throughout the claims process.
- Consistently meet performance targets related to accuracy, quality, and volume, within agreed service levels.
- Independently managing your own portfolio of claims, staying within personal authority limits and business timescales.
- Using telephony experience to efficiently support members and external partners.
- Tailoring and presenting information appropriately to various internal and external audiences.
- Accurately recording all claims management information (MI) in the relevant systems.
- Delivering high-quality service to members, their representatives, internal staff, IFAs, and the Society's claims partners.
- Maintaining up-to-date knowledge of all current and new products offered by the Society.
- Understanding the services offered by claims partners and communicate their benefits effectively to members and IFAs.
- Identifying and logging any material risks within the claims function in the Risk Database, ensuring appropriate monitoring and review.
- Supporting and participating in the implementation of corporate culture initiatives.
- Complying with all office health and safety procedures.
- Performing other duties as required by your line manager or assigned by the Society.

We are looking for someone who has:

- 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
- Team working

Desirable Skills:

- Increased level of medical knowledge and knowledge of income protection, critical illness, and life insurance/bereavement within the marketplace.
- CII Designation or other professional claims designation preferred.

Most importantly, we offer:

- Salary: Competitive
- Company Pension Scheme – 8% employer contribution
- Flexible working hours with the option to work from home. (Hybrid working arrangements available after the probation period or with approval from a Senior Manager).
- 25 days annual leave plus bank holidays
- An extra day off for your birthday
- Access to wellbeing support services through Nuffield Health and Health Assured including access to 24/7 online GP, discounted gym membership, mental health support, 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, 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, Equality 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.