

Job Title: Scheduler

Department/Location: Office Based (Eastleigh)

Reports to: Scheduling and Administration Team Leader

Description: The role of the Scheduler is to support and manage the progression of claims from the First Notice of Loss (FNOL), consideration of policy coverage and arranging the first initial client contact and adjuster visits in an appropriate, efficient and timely manner. Whilst working as part of a team you will assist with other cases as workloads and holiday demands, you may have to cover other areas.

Responsibilities to include but not limited to:

- FNOL/ New Claims Line for fundholding clients.
- Triage claims to select correct handler - Desk or Field adjuster
- Register new claims on internal system and allocate to Desk or Field - via email or telephone
- Appoint third party companies
- Schedule field appointments – across all divisions.
- Send confirmation letters or proposal letters following booking or offering appointments
- Schedule subsidence monitoring appointments.
- Schedule PCM for the subsidence engineers
- Scheduling Mailbox (All revisits and appointments to rearrange)
- Initial Advices across all divisions
- Providing figures to management at the end of the day
- Providing figures to management about adjuster / engineer availability

Summary of Position:

As a member of the GHG Scheduling team you will be expected to show a high level of professionalism at all times. Proactively responding positively to the varying customer/client requirements, especially during surge times. You should have a confident and outgoing personality, enjoy business relationships and be adaptable to changes in the wider business environment.

Hours of work: 37.5 hours but additional hours may be required as detailed in the employment contract

Salary Range: Ranging from £17,500.00 to £26,000.00 dependent upon experience and qualifications.

Employer and Employee 5% Contributory Pension

Private Health Care

25 Days Annual Leave, plus additional one day Birthday Holiday

Personal Specification:

	Essential	Desirable
Qualifications & Training	GCSE English and Maths (or equivalent) as a minimum	Strong administrative skills Microsoft Excel, Word, Power Point and Outlook
Experience	Less than 2 year experience of working in a Planning or Scheduling Role.	2 years + experience of working in a Planning or Scheduling Role.
Qualities and Attitude	Profound verbal communication skills as you are the first point of business contact and must proficiently be capable to articulate complex issues. Ability to multi-task effectively. Good technical and problem-solving skills, identifying solutions. Effective written communication	Self-sufficient, outgoing, confident, excellent communication skills, attention to detail

Competencies

Assertive, Persistent, Effective communicator, verbally and in written communication, Organisational skills, Effective Time Management, IT literate, Business conscious.

Approver:

Name: Sharon Williams

Signature: *Sharon Williams*

Date: April 2021

Title and/or Department: Head of TPA