

**Job Title:** Subsidence Technician - Desk

**Department/Location:** Head Office – Eastleigh

**Reports to:** Head of Subsidence and Team Leader

**Description:** The role of the **Subsidence Technician** is to be an integral member of the subsidence team. To proactively manage the progression of subsidence claims once liability has been accepted. To generate reports and ensure all parties receive regular communication regarding the progress of the claim and appropriate settlement in an efficient and timely manner. Whilst working as part of the team, you will assist with other cases as workloads and holiday demands. Full training will be provided to the right candidate to be able to fulfil the primary responsibilities.

Responsibilities to include but not limited to:

- Provide support within the subsidence team and wider divisions.
- Have a detailed knowledge of all aspects of subsidence claims, and be able to gain and apply policy cover, terms and conditions as appropriate.
- Assist in report preparations and completions within the agreed SLA's, maintaining high standards of communication, both internally and externally.
- Process claims in accordance with insurers philosophy, standards, service levels and complaints procedure and proactively progress the claim.
- Reviewing of claims, amendments and updating within the Horizon system
- Respond positively to varying client requirements and 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 £20,000.00 to £35,000.00 dependent upon experience and qualifications.

Death in Service

*Employee and Employer 5% Contributory Pension*

Private Health Care

25 Days Annual Leave, plus additional one day Birthday Holiday

**Personal Specification:**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Training</b>	GCSE English and Maths (or equivalent) as a minimum	Membership of CILA, CII, with Cert CILA, Cert CII, and / or any Building qualification
<b>Experience</b>	In role training will be provided	Relevant work experience in similar administrative role or insurance industry knowledge. Knowledge of building construction.
<b>Qualities and Attitude</b>	Ability to multi-task, effectively. Good technical and problem-solving skills, identifying solutions. Effective written and verbal communication skills, to articulate complex issues.	Self-sufficient, outgoing, confident, excellent verbal and non-verbal communication skills, attention to detail
<b>Product Knowledge</b>	In house training provided	Detailed knowledge and understanding of Subsidence

**Summary of Position:** As a member of the GHG subsidence team you will be given full training and support and will be expected to develop a high level of technical knowledge and professionalism. You should have a real hunger for challenges and be interested in the more complex and technically challenging cases. Proactively progressing all claims to completion with the ability to respond positively to the varying customer/client requirements. You should have confidence with good communication skills, enjoy business relationships and be adaptable to changes in the wider business environment

### Competencies

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

### Approver:

**Name:** Steve Wright

**Signature:** *Steve Wright*

**Date:** May 2021

**Title and/or Department:** Head of Subsidence