**Role:** Claims Quality Insight Executive

**Manager:** Technical Claims Team leader

**Team:** Operations: Claims

**Location: Hybrid working with a requirement to be in the Haywards Heath or Birmingham office min 1 day per week**

**Job summary:**

This role plays an important part in helping achieve our aim to provide a ‘world class claims service’ By reviewing service and financial control quality across our claims teams to help drive measurable process improvements. You will ensure our departments have the feedback they need to meet and exceed our quality standards for financial controls, customer experience and compliance.

**About us**

Bought By Many is a high-growth and multi-award-winning fintech business on a mission to create insurance that people can love. We’re driving unprecedented change in insurance and have doubled our revenues annually for the last 4 years. We raised almost $100m in our last fundraise in April 2020. We launched a successful business in Sweden in 2019 and there is more ambitious growth still to come.

Award-winning innovative technology and exceptional customer service are at the heart of our offer: we now rank 30th on the Tech Track 100 (2020) and we won the Insurance Choice Awards (2020) for both Best Pet Insurance Provider and Innovation of the Year.

Here you’ll meet people who think differently, aim for impact, and love to try new things. Our company and work culture is energetic, fast-paced, respectful, fun-loving and, most importantly, passionate about pets and their well-being.

Our UK sites are in Farringdon (London), Haywards Heath (Sussex) and Birmingham (city centre). We operate flexibly with a hybrid model of remote and office working and all roles require the ability to work from home effectively. The balance of home / office working varies according to the role, with a minimum commitment to be in the office at least twice a month.

We put a lot of effort into making sure you have a good working environment wherever you are. Our offices are bright and open with plenty of treats and extras, and we provide practical support and good kit for homeworking. We are a connected and sociable business and like to spend time together in regular fun activities, both online and in person (when we can !).

If you want to stretch the boundaries of your role, get in touch and join us on our journey.

**Our Values**

* Show you care
* Do the right thing
* Work in partnership
* Dare to think big
* Be tenacious and be fast

**Your key responsibilities**

1. Conduct agreed quality checks of service levels across all contact channels to ensure they are compliant and meet defined quality standards.
2. Help team leaders build and maintain a world class quality assurance processes in the claims area, ensure they cover customer service and financial controls protecting our loss ratios
3. Wherever quality standards are not met, identify corrective actions required and follow through to ensure they are implemented within the team/s.
4. Identify training needs as a result of qualitative feedback and highlight these key areas to the Claims management teams.
5. Provide quality review data to, and work with, the Claims Trainer, in order to support training design and help colleagues achieve required quality standards.
6. Work independently to produce reports to evidence quality levels for the team and for individuals.
7. Organise and attend calibration and quality levelling sessions to ensure a consistent approach is being fulfilled within the various teams.
8. Work collaboratively with colleagues and provide regular constructive feedback to all team members to drive and support improvement.
9. Utilise systems and communicate with colleagues to promote awareness of customer issues and needs.
10. Assist in the input and development towards new organisational procedures where relevant, and then follow and monitor the implementation process through from start to finish.
11. Implement and monitor the effectiveness of corrective actions and/or continuous improvement initiatives, to help maintain momentum and standards of improvement.
12. Create, organise and maintain quality assessment records to support management decision-making.
13. Support occasional ad hoc internal projects and initiatives to drive delivery improvements, as agreed with claims management.

**How you’re measured**

* Compliance: all interactions fall within compliance and regulation guidelines.
* Service: a consistent, high standard of service is delivered across departments.
* Satisfaction: improvements in positive customer satisfaction results.
* Financials: all claims processes & delivery are in line with the DA controls
* Productivity: high levels of productivity maintained, and tasks completed within target.
* Knowledge: high and broad knowledge of insurance, compliance, service, and internal processes is applied and shared.

**What you bring**

***Knowledge***

* In-depth knowledge of general market QA processes
* Strong understanding and knowledge of the value and impact of our services
* Standard operating procedures for general claims handling processes
* Quality standards and methods of assessment
* FCA and regulatory / compliance requirements relevant to customer service, including Treating Customers Fairly and GDPR
* Understanding of process / workflow improvement an advantage

***Skills and personal attributes***

* Highly customer focused
* A good knowledge of general claims processes and financial controls
* Proven excellent communication in English, both written and verbal.
* Good active listening skills: questioning, summarising and reflecting with empathy.
* Good analytical and data evaluation skills
* High accuracy, quality and attention to detail in listening, and maintaining documentation.
* Works with guidance (but not constant supervision) to plan, organise, prioritise and oversee activities to efficiently meet business objectives.
* Ability to multi-task, prioritise, adapt to change and manage time effectively.
* Able to build sustainable relationships with a variety of people through open and interactive communication.
* Collaborative style and is focused on reaching a positive outcome.
* Able to provide constructive feedback & coaching to colleagues to support improvement.
* Takes initiative and owns a problem until it is resolved.
* Exercises good judgment and is prepared to make decisions.
* Remains focused on tasks and is not easily distracted.
* Remains calm and unflustered under pressure.
* A quick learner who is not afraid to ask for help.

***Experience and qualifications***

* Good general education to at least A level standard
* GCSE grade A to C / 9 to 4 (or equivalent) in English and Maths
* Demonstrable experience of a successful career in a general claim’s role with QA experience, and/or
* Demonstratable experience in a Claims Quality Insight role
* Experience with supporting and coaching individuals to help them improve
* Experience of working in a growing company / team
* A track record for consistently producing a high quality and standard of work.
* Process / workflow improvement experience an advantage
* CII qualifications - an advantage

This job description highlights the main areas of responsibility. As we are a high-growth organisation, it is not intended to be a complete list of all duties and may change with the evolution of the business.