

Job Specification

Director of Claims

Reporting to: Managing Director

About Us

Direct Corporate Risks (and RHA Insurance Services) are a rapidly growing specialist insurance broker, driven by our Ambition to serve our Clients, our People and our Communities through charitable giving. The industries we currently specialise in are; Waste & Recycling, Haulage, and High Risk Liability sectors.

Our Purpose is to make a positive impact through:

- The provision of exceptional insurance services to our Clients
- Creating an environment where our People can thrive and succeed
- Support good causes, through the Benefact Group which donates all available profits to charity.

Part of Lloyd & Whyte Group, we operate under three brands, Direct Corporate Risks, RHA Insurance Services & RHA Insurance Scotland.

About the role

We are looking for a dynamic, innovative and experienced claims leader to be our Director of Claims, based out of our Head Office in Billerica.

This crucial role entails being responsible for our claims management performance, shaping our proposition and strategy, and leading the team seamlessly through execution. With significant investment in new claims and risk management software, alongside the opening of new locations across the UK, you will build and lead our teams across multiple sites and classes of business through a period of transformation to create a world-class claims proposition.

During this exciting time of growth, you will shape our Strategy, challenge existing practices, redefine excellence and develop innovative solutions and processes to create exceptional client experiences and outcomes.

Your Responsibilities

- Provide vision, leadership and strategic direction to our Claims Departments, across multiple locations.
- Define and closely monitor Key Performance Indicators (KPIs), Service Level Agreements (SLAs), and claims trends to ensure top-quality handling by both internal teams and external providers.
 - Implement corrective actions when needed to maintain high standards.
- Continuously enhance processes to ensure quality, efficiency, and cost control within the claims function.
- Collaborate with internal & external resources to foster innovation and utilise technology to optimise efficiencies and deliver exceptional client results.
- Own the delivery of a best-in-class claims and risk management portal, leveraging optimal workflows & automation, and ensuring capabilities align with our business objectives and client requirements.

- Promote, develop and lead by our values, fostering a People-First culture.
- Instil a growth mindset within our teams, actively promoting, inspiring and enabling individual development.
- Organise and monitor daily workflow, productivity and service delivery for the teams.
- Promote, develop and enable our values and culture within the team and across the business.
- Operate within an agreed resource budget; prioritising and allocating resource effectively and recruiting suitable people in accordance with current employment legislation.
- Support, motivate and communicate relevant information to the team effectively, ensuring a strong service and retention-focused culture.
- Maintain own technical competence with an in-depth knowledge of all relevant products, market trends and underwriting guidelines to effectively assist with referrals and handle a variety of complex work.

What you'll need

- 5+ years within management or leadership roles, with a reputation for leading change and improving client service standards.
- Exceptional interpersonal skills and leadership abilities, fostering a collaborative work environment, adaptability, and openness to change.
- An entrepreneurial and innovative mindset, constantly seeking new and creative approaches to problem-solving.
- Familiarity with the dynamics of claims handling in the UK motor and property insurance markets
- Proven negotiation skills, showcasing your ability to achieve favourable outcomes through effective communication and persuasion.
- Demonstrated ability to design strategic plans and effectively execute and manage their implementation, with a track record of achieving successful outcomes.
- Proficient analytical skills with the capability to independently organise work for yourself and the team
- You will be comfortable managing multiple complex stakeholder groups to support the delivery of results

What you'll be rewarded with

- Competitive salary, bonus and benefits package, with 26 days holiday, excellent pensions contributions and a range of other benefits including death in service and private medical cover
- Hybrid working pattern, allowing flexibility to combine working from home with being office based, typically three days a week
- Be part of a Group which is driven by our shared ambition to do right by our customers and clients, and united by a common purpose to give all available profits to charity and good causes through our parent, The Benefact Group