

Reporting to: Motor Claims Manager

The Role: The overall aim of the role is to provide Reception and administrative support to Indemnity, its clients and their customers.

Responsibilities

- Champion a pro-active, recognised 'best-in-class' service to Indemnity clients and their policyholders.
 - Manage your workload to maximise productivity, and achieve agreed KPI's and SLA's.
 - Professionally and competently represent Indemnity at all times
 - Provide general administrative and clerical support
 - Compliance with all regulatory and company codes of practice and policies.
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Champion a professional 'best-in-class' service to Indemnity clients and their policyholders.

- Consistent delivery of a professional 'best-in-class' service on behalf of Indemnity clients.
- To work collaboratively with the Motor Claims Manager to identify new administrative opportunities and improvements.

Manage your workload to maximise productivity, and achieve agreed SLA's and KPI's.

- Ensure all incoming calls are dealt with in accordance with SLA's.
- Ensure all incoming emails are dealt with in accordance with agreed SLA's
- Ensure all incoming correspondence is dealt with in accordance with agreed KPI's.
- Ensure all outgoing correspondence is dealt with in accordance with agreed KPI's.

Professionally and competently represent Indemnity at all times

- Professionally respond to and direct calls as required
- Professionally greet and direct visitors to Indemnity as required
- Maintain security awareness and access control to Indemnity premises
- Ensure Reception area is tidy and professionally presented

Provide general administrative and clerical support

- Open, sort and distribute incoming correspondence
- General clerical duties including photocopying, email and post
- Maintain electronic and hard copy filing system
- Coordinate and maintain records for staff as required by the Motor Claims Manager
- Coordinate maintenance of office equipment
- Maintain office supplies
- Schedule and coordinate meetings, appointments and travel arrangements for Directors, Managers or Team Leaders



Receptionist _ Job Description

Compliance with all regulatory and company codes of practice and policies.

- Maintain a comprehensive understanding of regulatory requirements and codes of practice in relation to your role.
- Adhere to regulatory requirements and code of practice
- Comply with all Indemnity policies and procedures

Additional duties

- Maintain an access log to ensure knowledge of staff movements in and out of Indemnity premises
- Provide assistance to the Motor Claims Manager as and when requested.