

### Role Profile

<b>Position Title</b>	Senior Claims Adjuster
<b>Claims Team</b>	UK & Europe PI and FI
<b>Classes of Business</b>	Professional Indemnity, D&O, FI, Medmal and Cyber
<b>Reports To</b>	Claims Manager
<b>PRA/FCA Approved Person Category(ies)</b>	N/A
<b>Date</b>	August 2023
<b>Location</b>	London or Brighton
<b>Type of Vacancy</b>	External

### Overall role

1. To achieve prompt, accurate and consistent adjustment and reserving of claims liabilities
2. Fulfil team and regulatory requirements
3. Assist in specific projects as required
4. To embed Treating Customers Fairly (TCF) and Conduct Risk within the business
5. Have an awareness of Data Protection legislation, including the Data Protection Act and the General Data Protection Regulations

### Key Responsibilities and Competencies

- 1. To achieve prompt, accurate and consistent adjustment and reserving of claims liabilities**
  - a. Promptly agree valid claims for payment
  - b. Raise all appropriate queries where further information is required
  - c. Reject invalid claims
  - d. Adjust quantum of covered claims
  - e. Negotiate and resolve disputed claims
  - f. Ensure accurate reserves are recorded
  - g. Liaise with co-insurers as required
  - h. Raise, record and track queries on claims as required
  - i. Eliminate redundant reserves
  - j. Manage relationships with internal and external lawyers and adjusters
  - k. Comply with all internal controls and procedures
  - l. Maintain knowledge of market issues
- 2. Fulfil team and regulatory requirements**

**3. Assist in specific projects as required****4. To embed Treating Customers Fairly and Conduct Risk within the business**

- Full knowledge of duties regarding treating customers fairly and Conduct Risk as set out in the TCF and Conduct Risk strategies

**6. Have an awareness of Data Protection legislation, including the Data Protection Act and the General Data Protection Regulations**

**On a temporary or permanent basis you may be required to undertake other duties in addition to, or in substitution of, those listed in this role profile**

**Direct Reports**

None

**Internal Relationships**

All departments including reinsurance, actuarial and credit control

**External Relationships**

External lawyers, loss adjusters, experts, co-insurers, brokers and insureds/cedants

**Authority to Act for the Company**

Claims authority USD 500,000

**Conduct Rules**

- You must act with integrity
- You must act with due care, skill and diligence
- Except in relation to whistleblowing, you must be open and cooperative with the FCA, the PRA and other regulators in line with procedures agreed with your line manager
- You must pay due regard to the interests of customers and treat them fairly
- You must observe proper standards of market conduct where applicable

**Conduct Standards**

All employees are expected to abide by the RiverStone Code of Conduct

**Competence - Desirable Experience**

Minimum of 5 years claims experience handling claim in the U.K and Europe

## **Knowledge**

- The operation of international insurance markets with particular regard to legacy business
- Company and departmental processes and procedures
- Company and market claims systems
- Law and practice relating to claims adjusting
- Lloyd's minimum standards and market practices
- Lloyd's Claims Lead Arrangements

## **Skills**

- Literacy
- Numeracy
- Communication
- Negotiation
- Analysis
- Diligence
- Interpersonal
- Decision making
- Time management
- Prioritisation
- Team work
- Initiative
- IT – Microsoft packages, ECF, ImageRight, PINS