

Claims Executive, Leeds (Manchester location also considered)

About DR&P

David Roberts and Partners was formed in 1977. Founded in Ormskirk, before moving to Southport, the organisation has now grown into a family of independent insurance brokers. With businesses spanning the UK and Europe. We have a team of over 550 dedicated colleagues, we place over >£630m premium worldwide with direct access to Lloyd's of London and other specialist international markets. While our businesses operate at a local level, the Group's infrastructure empowers us to compete with and win against the multinational brokers. The objective is always to provide the best possible service and protection for our clients.

Following a sustained period of growth, where DR&P Group has acquired multiple insurance business and is continuing to grow both organically and through acquisition, the group is now embarking upon the next chapter following our acquisition by BMS Group.

About BMS Group

BMS is a dynamic, independent, global broker established in 1980, delivering specialist insurance, reinsurance, and capital markets advisory services. We are a global brand with offices located across the US, Canada, Latin America, Australia, Europe and Asia with both a strong, local focus and understanding of market needs.

Our teams are respected globally for their specialist market knowledge, intelligent analysis and insight. Our people strive to be 'the best in class' and with an innovative approach and their entrepreneurial thinking, our clients truly benefit from better solutions to policy development and placement.

Being independent makes a key difference to our clients, giving our brokers the freedom to deliver the best solutions, tailored to meet their business needs. Coupled with our collaborative team approach, single platform worldwide and renowned personal service, we are the independent broker of choice.

Summary of position

We are currently looking to recruit an experienced Claims Executive to join the successful and growing team in our Leeds office, managing a portfolio of predominately Motor (Fleet & Haulage) clients with some Liability (EL, PL, Accident at work) and, to a lesser extent Financial Lines, Professional Indemnity and Property clients.

We offer a vibrant, fast paced environment with ample opportunity for professional and personal development.

A highly client-facing role, the Claims Executive will act as the key conduit between clients and broking teams, and insurers ensuring the effective management of claims. Responsible for managing the overall claims process, helping clients analyse claims data providing forecast and risk management oversight, interpreting trends, navigating complex losses, and strengthen the offering of our total commitment to each of our clients and colleagues, being client-centric and collaborative.

Key responsibilities & accountabilities

- The primary focus of this role is the focus on large client management in the Corporate client proposition for all claim types, maintaining all the required standards of our claims service delivery.
- Claims and incident analysis of client claims data for Claims defensibility, risk management assistance and data analytics
- Reviewing and analysing similar industry trends to proactively focus clients with preventative measures
- To be proactive in the arrangement and management of regular client claim review meetings, and attend such meetings fully prepared and produce accurate up to date claims MI and claims updates
- Support the Account Executive and broking teams, as required, at renewal meetings, mid-term meetings, and be their technical referral point for claims
- Produce Claims information and reports for client renewals and claims reviews, in good time and within specified deadlines
- Collaborate with colleagues in broking, claims and new business teams to ensure the provision of superior quality claims data, provision of our claims proposition to both existing clients and any prospective clients, driving for excellent client retention and supporting new business wins

What we're looking for

- Broad Technical knowledge of all general classes of insurance, with the ability to read, understand & interpret policy wordings and explain how they impact claim to clients & colleagues alike
- Confident to challenge insurers on the interpretation of their own policies and apply it to claims, involving the wider team for awareness should escalation be required
- Able to present and host client face to face reviews, analyse claims data, spot trends and advise clients based on their claims performance, past, present & future
- Strong interpersonal and communication skills
- Ability to manage expectations in a professional manner
- Able to liaise with external and internal legal counsel to interpret their advice for our clients
- A robust understanding of business processes and performance levers

- Strong understanding of the internal and external Claims function, company performance, market intelligence, business drivers, etc
- Stakeholder management and strong communicator, including negotiation, contracting, consultancy, facilitation, influencing, presentation and communication skills

What's in it for me?

- A highly ambitious team that works collaboratively to achieve your personal and professional goals whilst being a significant contributor to the overall success of the organisation
- 25 days holiday+ 1 day birthday leave (+8 recognised public and bank holidays) & option to purchase up to an additional 5 days holiday
- Company Pension Scheme
- Company Social Events
- Discretionary quarterly bonus linked to personal performance
- Life Cover
- Income Protection
- Access to Cycle to Work Scheme

Through our Diversity, Equity and Inclusion (DEi) vision, we are committed to 'building a culture of belonging for all, valuing diverse perspectives and embracing authenticity.' As such, we have created our 'BMS Together' programme, with dedicated training, collaborative committees and intentional partnerships. In support of our ESG vision, we offer two additional paid days each year to take part in charitable work.

Please let our team know if you require any adjustments to support you through the application process.

David Roberts & Partners (Insurance Brokers) Ltd

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