

Role: Insurance Claims Handler
Area: Chief Finance Office
Sub-Area: Financial Governance and Compliance
Location: Southern Region
Duration: Specific Purpose
Salary: Competitive
Ref: 317CFO22



Irish Water is Ireland's national regulated water utility and is responsible for providing water and wastewater services throughout Ireland. Our mission is to ensure all of our customers receive a clean, safe and reliable supply of drinking water and have their wastewater collected and safely returned to the environment. We will protect the health and well-being of the people of Ireland, protect the environment in all our activities and support Ireland's social and economic growth through appropriate investment in water services.

The Role:

The Insurance area is not only responsible for ensuring that IW has the most appropriate insurance cover in place; it is also responsible for ensuring that insurance related claims are investigated and managed in a cost-effective manner in accordance with policy terms and conditions.

Reporting to the Insurance Claims Investigator, the Insurance Claims Handler will work to support the Claims Investigators as directed. The Insurance Claims Handler will have day to day responsibility for providing support in the progression of a portfolio of liability claims through the lifecycle.

Main Duties and Responsibilities:

- Desk based liability claims handling role working closely with the Insurance Claims team in developing and delivering Insurance Claims services to Irish Water
- Working as part of a claims handling team reporting to the Insurance Claims Manager and Claims Investigator in connection with all incidents/claim notifications and liaise with the business and other stakeholders to gather relevant information internally to assist in coming to a determination on liability
- Reporting to the Insurance Claims Investigator, progress a portfolio of Liability Claims files from completion of the investigation phase through to settlement either through negotiation, PIAB and/or Court Settlement
- Prepare files for submission to claims review/reserve meetings and input in to claims reserving discussions as required
- Maintain the claims database (STARS) in respect of the Portfolio of claims files and prepare claims reports/analysis on an ongoing basis
- Liaise with Insurance Brokers/Insurers/Loss Adjusters regularly with regard to the status of incidents/claims
- Support the Insurance Claims Manager and Claims Investigator in the preparation and handling of Irish Water and subsidiary significant Property Damage/Business Interruption Claims in order to ensure a positive outcome is achieved
- Assist the Insurance Claims Manager and Claims Investigator in respect of the Insurance renewal process and be in a position to provide claims statistics for the benefit of negotiations
- Prepare periodic reports for presentation by the Insurance Manager and Insurance Claims Manager to Business Unit Management

- Raise payment requests as required, recording same on the claims database and monitoring the requests to ensure payment is delivered to the relevant payee
- Other duties as assigned

Knowledge, Skills and Experience:

- A minimum of 5 years' experience preferably obtained in an Insurance Company or other In-house environments and/or similar claims handling role
- Claims handling and administration experience with an emphasis on Public Liability claims
- An understanding of the insurance market and various classes of general insurance with a particular emphasis on claims administration
- Relevant third level qualification and/or Certificate of Insurance Practice CIP (Insurance Institute of Ireland/Chartered Insurance Institute) is desirable
- Experience and knowledge of a self-insured environment would be an advantage
- Excellent communication skills
- Attention to detail, accuracy, and quality
- Ability to work with multi-disciplinary teams
- Proven ability to create and develop good working relationships to facilitate the accomplishment of work goals, coupled with the ability to gain commitment from others
- Experience with identifying improvement opportunities, generating ideas and implementing solutions
- Have excellent analytical skills and be able to identify and analyses problems and potential improvements, and propose and implement solutions
- Ability to set up ongoing procedures to collect and review information as needed
- Proactively identifying new areas of learning and using newly gained knowledge and skill on the job
- Ability to set own high standards of performance and delivering desired results.

Applications, including current Curriculum Vitae, should be emailed to the following address stating the job title and reference number in the subject line of your email:
careers@water.ie.

The closing date for receipt of applications for this vacancy is **7th October**.
Please note that applications submitted after this closing date will not be accepted.

*We are committed to providing a diverse and inclusive place of work and have a robust strategy and framework called **ibelong** to enable this. We are an equal opportunity employer and through our recruitment process we welcome and encourage applications from interested and suitably qualified individuals regardless of gender, age, racial or ethnic origin, membership of the traveller community, religion or beliefs, family or civil status, sexual orientation/gender identity or disability.*

Irish Water is an equal opportunities employer.