

Job Description

Role: **Claims Handler**

Department: **Employers' & Public Liability Injury Claims**

Overview

We are looking for a claims handler to join our employers' and public liability department handling portal exited or non-portal fast track value personal injury claims, based in Newcastle-upon Tyne. The ideal candidate must have experience in running an EL/PL caseload and the ability and willingness to litigate Part 7 claims, with a good working knowledge of the Civil Procedure Rules.

Roles & responsibilities

The successful candidate's duties will include (but are not limited to):

- Review files and report regularly to clients, introducers, team leaders and others
- Liaise with medical and other experts
- Assess the merits of cases in light of denials of liability and gather evidence, both documentary and witness, to rebut any denials and pursue meritorious cases to settlement by negotiation or through litigation
- Liaise and negotiate with insurers, solicitors, courts, Counsel and other agencies
- Value claims for Pain Suffering and Loss of Amenity
- Identify and gather evidence in support of and valuing other heads of damage, including loss of earnings, care and assistance and Smith v Manchester damages
- Draft Schedules of Special Damages
- Issue proceedings and proceed through litigation to settlement or Trial
- Prepare cases for Trial including Briefing Counsel
- Report to team leader any difficulties or delays on files
- Attend team meetings
- Provide statistics in relation to files handled upon request
- Deal promptly with telephone enquiries from clients, introducers and others
- Assist other team members as necessary

Candidate requirements & attributes

- Minimum of 1 years' experience in EL PL case handling including litigation experience
- A good knowledge of relevant statutory and common law and good drafting skills
- A strong understanding of quantum issues
- Good client care skills & attention to detail
- Strong organizational skills and ability to prioritise
- Team player with a positive, enthusiastic, conscientious and pro-active approach
- Ability to cope with conflicting demands and meet deadlines
- Communicate effectively at all levels, both verbally and written

Salary

A **competitive** salary will be offered.

Hours

Monday to Friday 9am until 5pm with 1 hour unpaid lunch.

About True

Recognised by the Legal 500 and with 30 years' experience, we are regarded as one of the top specialised Law Firms in the UK & we are delighted to be ranked once again in the **2025 UK Edition for Personal Injury and Clinical Negligence**. We're also a dedicated law firm for Headway (The Brain Injury Association).

Across our two offices (Newcastle & Birmingham) our experienced solicitors and their talented teams focus on obtaining compensation for clients who have suffered as a result of a personal injury, clinical negligence, credit hire or housing disrepair. We also have our dedicated residential conveyancing team accredited by the Law Society, helping those buying, selling or re-mortgaging their homes, and a fantastic strategic support network comprising HR, Marketing & Business Development, Finance and Compliance.

We pride ourselves on delivering expert, professional, and trustworthy support to our clients, which has been reflected in our Trustpilot Reviews - We're delighted to be rated 'Excellent' by our clients. Maintaining this service is incredibly important to us.

True perks

We're proud to offer our employees:

- Performance Based **Bonus Scheme**
- **Hybrid working** (office & home working) if eligible.

- **23 days holiday, plus Bank Holidays** per annum increasing to 26 days. Additional holiday for 5 years service.
 - **Holiday purchase scheme** (You can buy up to 1 week's annual leave).
 - **Attendance bonus.**
 - **Death in service** following 1 years' service.
 - Auto-enrolment **company pension.**
 - **Employee assistance programme** 24-hour helpline.
 - **Travel to work schemes;** Bike to work scheme, public transport pass scheme.
 - Annual flu jab and eyecare scheme.

To apply, email your CV and covering letter: HR@true.co.uk

Applications close on Wednesday 30th April.

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