

## Job Description

Role: **Housing Disrepair Claims Handler**

Department: **Housing Disrepair**

### Overview

We are looking for a claims handler to join our expanding Housing Disrepair department, based in Newcastle.

### Roles & responsibilities

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

- Undertake caseload of 110+ files from inception to settlement
- Checking and review of initial information
- Identifying and processing files to be rejected
- Talking to potential clients to assess if they have had disrepair to their house and if there is a claim to be made.
- Reviewing disclosure and calculating quantum
- Checking and recording/diarising important dates (e.g. limitation, striking out, setting down, application for judgement, directions, assessment of damages, trial)
- Keeping individual client database/files up to date
- Reviewing files and reporting regularly to clients, introducers, team leaders or others
- Liaising, instructing and negotiating with solicitors, courts, Counsel and other agencies
- Reviewing surveyor reports
- Liaising and negotiating with councils, solicitors, courts, Counsel and other agencies
- Preparing files for issue for court proceedings
- Preparing files for setting down, assessment of damages and trial
- Considering information/updates in relation to legal procedures and/or assessment of quantum
- Dealing promptly with telephone enquiries from clients
- Assisting other team members as necessary
- To carry out such other duties as might reasonably be requested by the Partners

## Candidate requirements & attributes

- Prior Housing Disrepair Fee Earning experience is required.
- 1 year Litigation experience
- IT literate in MS Office
- Strong organizational skills and ability to prioritise
- Team player with a positive and enthusiastic approach
- Ability to cope with conflicting demands and meet deadlines
- Ability to communicate 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 nearly 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 **2024 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](mailto:HR@true.co.uk)

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