

Job Description

Role: **Claims Handler**

Department: **Small Claims Recovery**

Overview

We are looking for a file handler responsible for the day to day handling of Uninsured Loss Recovery Claims (mainly vehicle damage/credit hire recovery) from inception to conclusion.

Roles & responsibilities

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

- Check and review initial information
- Manage a case load of approximately 100-140 files
- Deal promptly with telephone enquiries from clients, introducers and others
- Accurately checking the recording of important dates (e.g. limitation)
- Keeping individual client database/files up to date
- Reviewing files and reporting regularly to clients, introducers, team leaders or others
- Liaising and negotiating with insurers, solicitors, engineers, hire car companies and others
- Preparing files for issue for court proceedings
- Reporting to team leader any difficulties or delays on files
- Assisting other team members as necessary
- Assessing the prospects of success in litigation/gathering necessary evidence in support
- Preparing court papers for issue
- Conducting litigation up to and including a final hearing on behalf of client providing necessary updates on a regular basis
- To carry out any such other duties as might reasonably be requested by your Team Leader or Partners.

Candidate requirements & attributes

- Previous credit hire and/or litigation experience would be advantageous but any claims handling experience would be considered
- A good knowledge of legal concepts
- Know of the legal procedure including issue and service of proceedings
- Great client care skills and excellent attention to detail
- IT literate in MS Office and knowledge of time recording software
- 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
- Communicates effectively on all levels, both verbally and written

Salary

A **competitive** salary together with a **bonus** scheme 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 Friday 3rd October.

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