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**Job Description**

Role: **Claim Assistant**

Department: **Road Traffic Accidents (RTA) - Portal Team**

Overview

We are looking for a claim assistant to provide support to RTA Portal Legal Executives.

Role & Responsibilities

* Checking and reviewing initial claim information
* Completing and submitting CNF’s to third party insurers
* Identifying and processing files to be rejected.
* Checking and recording important dates (e.g. limitation, striking out, setting down, application for judgement, directions, assessment of damages, trial).
* Keeping individual client databases/files up to date.
* Dealing with routine post and telephone calls.
* Liaising with witnesses, medical and other experts.
* Attending team meetings.
* Assisting other team members as necessary.
* To carry out such other duties as might reasonably be requested by Caroline Houghton/Partners.

Candidate Requirements & Attributes

* Excellent verbal and written communication skills
* IT literate in MS Office
* Strong organizational skills and be adept at dealing with an electronic case management and filing system
* An understanding of the importance of client care and maintaining good client relations
* An ability to work well within a team

Candidate Attributes

* Team player with a positive and enthusiastic approach
* Communicate well 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 over 25 years’ experience, we are regarded as one of **the top specialised Law Firms in the UK**. We are committed members of MASS, the Association for Personal Injury Lawyers and a dedicated law firm for Headway (The Brain Injury Association) plus we have been accredited with the Law Society Conveyancing Quality.

Across our two offices (Newcastle & Birmingham) our experienced solicitors and their talented teams focus on obtaining compensation for clients who have suffered from: personal injury, medical negligence, credit hire, financial mis-selling and housing disrepair. We also have our dedicated residential conveyancing team helping those buying, selling or re-mortgaging their homes, and a fantastic strategic support network comprising HR, Marketing & Business Development, Finance and Compliance. We’re also delighted to share that we are rated ‘Excellent’ on Trustpilot by our clients.

TRUE Perks

We’re proud to offer our employees:

* **Hybrid working** (office & home working) available.
* **23 days holiday, plus Bank Holidays** per annum. Holiday allowance increases yearly up to 25 days.
* **Holiday Purchase Scheme** (You can buy up to 1 week’s annual leave).
* Quarterly funded **Team-Bonding activities**.
* **Death in Service** following 1 years’ service.
* Auto-enrolment **Company Pension**.
* **Travel to work schemes**; Bike to Work Scheme, Public Transport Pass Scheme.

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