Job Description

Role: **Small Claims Recovery Handler**

Department: **Small Claims**

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.

Role & Responsibilities

The successful candidates will be required 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 our any such other duties as might reasonable 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 will be offered, plus performance based bonus scheme.

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 delighted to be ranked once again in the **2023 UK Edition for Personal Injury and Clinical Negligence**. We’re also committed members of APIL (Association for Personal Injury Lawyers) and 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, medical negligence, credit hire, financial mis-selling 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 27 days.
* **Holiday Purchase Scheme** (You can buy up to 1 week’s annual leave).
* **Attendance bonus**
* Quarterly funded **team-bonding activities**
* **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)