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Job Title:	Claims Executive
Department:	Claims
Reports To:	Commercial Head of Trading and Distribution
Location:	Office/Hybrid/Homebased
Employment:	Permanent, Full Time

About DOA:

“DOA Underwriting Ltd is the principal company for David Oliver T/as David Oliver Associates and DOA Special Facilities Ltd (DOA).

DOA is a unique MGA that was founded in 1996, as an independent underwriting agency, wholesale broker, and retail travel provider.

A family business with family values, DOA is focused on a long-term commitment to service and profitability, providing continuity in the face of constant change in the market.

Our vision is to focus on meeting the needs of our broker and Insurer partners. Providing friendly and reliable expertise in both underwriting and broking, creating innovative technology and providing the very best service so that all parties can deliver optimum value to their customers.

When joining DOA, you become a part of our family and will become a valued member of the team. You will have the opportunity to be mentored by industry specialists alongside a programme of personal development and investment to deliver on your career goals.”

Role Purpose

As a Claims Executive, you will be responsible for processing insurance claims efficiently and accurately. You will act as a key point of contact for brokers, clients, and insurers, ensuring claims are handled in a timely and professional manner while maintaining compliance with regulatory standards.

Currently the role does not have delegated authority in respect of the claims process and the position is account management, with assistance being given to all parties involved to bring valid claims to conclusion in the most pro-active and effective manner. With delegated authority a consideration for the future the candidate must have a thorough understanding of policy wordings and schedules to make coverage and indemnity decisions.

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Key Responsibilities

- Case Management: Efficiently handle a designated caseload of insurance claims (property, liability, PI/D&O) from first notification through to closure.
- Review and assess each insurance claim in-line with client philosophies with a focus on more complex claims.
- Liaise and assist brokers and insurers throughout the claims process, offering guidance and support.
- Collaborate with Underwriters on coverage issues, renewals and claims queries.
- Assess claims validity and coverage in accordance with policy terms.
- Maintain accurate records and update claims management systems.
- Provide regular updates to stakeholders and escalate complex cases when necessary.
- Ensure claims are processed in a timely manner in accordance with KPI's
- Provide comprehensive verbal and written advice on all aspects of Policy Wording in relation to cover and claims.
- Provide advice to policy holders on their claims and the best method of settlement where appropriate
- Obtain relevant documentation for the assessment of the claim including photographs, third party reports, receipts/proof of purchase etc.
- Ensure all recovery aspects of claims are monitored and amounts due are obtained where necessary
- Highlight potentially fraudulent claims to the Claims Supervisor and third parties as appropriate
- Liaise with policyholders, clients, insurers, loss adjusters and other relevant parties to ensure good relationships are maintained.
- Settling claims and advising policyholders of the outcome.
- Ensure company records are maintained (using Pro-Claim or other IT platform as provided) on all claims.
- Ensure system Tasks are completed in a timely manner.
- Ensure Compliance with FCA regulations and internal policies.
- Support the Claims Manager with reporting and analysis.
- Work proactively within a team, share knowledge, and contribute to continuous process improvement initiatives.
- Undertaking any other related duties as may be reasonably required.
- You will be expected to perform to the highest of standards and in accordance with the Conduct Rules as specified by the FCA. The Conduct Rules are as follows:
 - You must act with integrity.
 - You must act with due care, skill and diligence.
 - You must be open and co-operative with the FCA, PRA and other regulators.
 - You must pay due regard to the interests of customers and treat them fairly.
 - You must observe proper standards of market conduct.
 - You must act to deliver good outcomes for retail customers.



Experience & Knowledge

- Previous experience in insurance claims handling (preferable with Property/PI/Liability/RI/Mo/Medical Malpractice).
- Strong understanding of insurance principles and policy wordings.
- Competent in Technical claims handling working both independently and collaboratively.
- Previous experience in automation initiatives and streamline lining claim handling processes.
- Excellent communication skills, both written and verbal, with the ability to handle sensitive situations calmly and professionally.
- Strong analytical and decision-making abilities, with exceptional attention to detail.
- Effective time management and organisational skills, capable of juggling multiple tasks and working to tight deadlines in a fast-paced environment.
- Proficiency in Microsoft Office applications.
- A proactive, self-motivated approach and a strong team player mentality.
- Knowledge of Civil Procedure Rules or experience working within delegated authority (DA) frameworks.

Skill Set

- Excellent organisation skills
- Excellent communication skills
- Passion for detail
- A 'can do' attitude
- Effective time management
- Curious mindset
- Positive attitude to change
- Contribute to colleague's time rather than take it away
- Hungry to be involved in a fast-growing business and all that entails
- Passionate about understanding the profession and developing their learning
- Passionate about making a difference
- Thrives on exceeding expectations

Signatures

Employee	Date
Manager	Date



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