

Assistant Legal Claims Officer at Britam

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Company: JobWebKenya

Location: Kenya

Category: business-and-financial-operations

Job Description

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Britam is a leading diversified financial services group, listed on the Nairobi Securities Exchange. The group has interests across the Eastern and Southern Africa region, with operations in Kenya, Uganda, Tanzania, Rwanda, South Sudan, Mozambique and Malawi. The group offers a wide range of financial products and services in Insurance, Asset management, Banking and Property. Our Mission is to provide outstanding financial services to our customers. Our Vision is to be the most trusted financial service partner. We aim to provide our clients, with an unmatched offering, ensuring first class solutions that help secure the future.

Job Purpose:

Reporting to the Manager Legal Claims, the role holder is responsible for ensuring the department meets its targets on all recovery matters from Insurance companies and third parties. This shall be done in liaison with the panel advocates as well as other service providers.

Key responsibilities:

Review documents and pertinent requirements regarding an insurance claim.

Ensure that the insurance claim made by the claimant is complete in form and complies with the documentary requirements of an insurance claim.

Advice customers regarding basic matters about their insurance coverage in relation to the

insurance claim.

Respond to both internal and external claims inquiries concerning benefits, claims processes, service providers, and the filing/completion of proper forms.

Record all claims transactions including appointment of advocates, doctors and investigators.

Ensure that matters allocated are constantly tracked and updated in the registers.

Update legal claims registers for claims meetings and update the various claims reports.

Track and follow up on appeal deposits.

Assist in giving advice on legal issues, compile comprehensive file notes both in the event of judgments and out of court matters.

Assist in the review of reserves as per the reserving guidelines.

Assist in managing external Advocates on Britam Panel of Advocates through pro-active interaction and correspondences.

Review advocates legal costs to ensure that the same are within the SLA and Advocates Remuneration Order.

Review status updates as received by advocates in an effort to keep abreast with all ongoing briefs and advice maintain adequate reserves based on the established reserving guidelines and documentation received from the panel advocates.

Process payments to insured's and service providers.

Assist on Third party recoveries when called upon to do so.

Delegated Authority: As per the approved Delegated Authority Matrix.

Requirements

Knowledge, experience and qualifications required:

Bachelors of degree in LAW LLB and PDG from KSL.

Obtain the relevant CLE points in every given year.

2-4 years' experience in insurance claims processing.

Knowledge and experience in the insurance sector and added advantage.

Leadership category responsibility framework (Core Competencies):

Emerging Leaders in Britam need to:

Plan, direct and apply efficiencies and resources in order to optimize output and profitability against time, cost and team targets.

Effectively communicate strategic and operational departmental goals and objectives to peers and others in order to ensure proper implementation.

Ensure that department priorities are adhered to and effectively communicated.

Ensure competent and effective people resources through appropriate coaching, development and people supervision as appropriate.

Embody a high performance, proactive culture.

Effectively ensure the adherence to key performance areas, deadlines and goals in order to optimise operational effectiveness.

Effectively communicate resource needs, possible opportunities and achievements to management in order to aid them in their decision-making.

Understand and communicate objectives in relation to the larger organisational impact.

Effectively disseminate knowledge within the correct context, towards subordinates as well as management.

Appropriately model the company values while setting the pace and energy for delivering.

Effectively manage and communicate change within the department in order to increase staff and process effectiveness.

Provide access to accurate and consistent information and services across all channels.

Ensure a seamless experience for clients.

Improve service delivery for clients.

Engage in continuous brand building to become the trusted partners to clients.

Technical/ Functional competencies:

Knowledge of insurance regulatory requirements.

Knowledge of insurance products.

Sales and marketing management skills.

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