

Job Description

Job Title: Rent Guarantee Claims Handler

Reports to: Rent Guarantee Claims Team Leader

Role Purpose: The purpose of the RGCH role is to manage the process of claims from instruction through to finalisation and closure effectively. Providing advice and support throughout claims to agents in a timely manner and seeking advice from Legal Partners to ensure legal obligations are met and Insurer costs are minimised as far as possible.

Duties & Responsibilities:

- Undertaking detailed fact finds, paying great attention to detail.
- Obtaining evidence from clients to fully prepare the claim file with a view to ascertaining whether all required documentation has been received and there are no barriers which will prevent the claim from progressing.
- Advising agents in the event of claim declinature, outlining the rationale, and advising on preventative measures for future claims.
- Making every effort to pursue tenants and guarantors for unpaid rents where possible in order to minimise claims.
- Drafting and serving Notices Seeking Possession.
- Advising Letting Agents and Tenants in relation to Rent Guarantee claim queries.
- Updating agents on the progression of open claims.
- Preparing cases for submission to our legal partners.
- Escalating immediate or on-going issues and suggesting possible solutions to the Rent Guarantee Claims Team Leader.
- Developing a full understanding of various types of claims with the ability to handle Rent Guarantee, Rent on Time, Tenant Evict and Nil Deposit claims confidently.
- Answering incoming calls in-line with company procedures.
- Identifying and escalating negative trends or concerns.
- Developing a full understanding of Nil Deposit Entitlement requests and processing any requests received as quickly as possible in order to maximise recovery results.
- Attending necessary training courses (internal and external)
- Carry out any other tasks that may be required of you from your line manager

Person Specification

Attitude & Behaviour:

- Confident to liaise with customers and tenants at all levels
- Pro-active
- Calm under pressure
- Resilient and determined
- Ambassador for Let Alliance with the ability to advise customers in relation to associated products.
- A real zest for life, enthusiasm, and a positive attitude

- Open to feedback and ability to improve performance
- A strong passion/desire to be 'the best in class'
- Mature outlook and self-confident
- Polite, courteous and respectful.
- Flexible during busy periods.

Knowledge, Skills & Experience:

- Excellent grammar, both verbal and written
- Educated to GCSE level standard including Maths and English
- Administration experience required to intermediate level
- Experience in delivering exceptional levels of customer service.
- Experience of working in a legal environment advantageous.
- Excellent attention to detail.
- Excellent computer skills (knowledge of all standard Microsoft programs required).
- Organised with the ability to manage workload and handle multiple cases at the same time, meeting all deadlines.
- The ability to handle objections negotiate a successful outcome for all parties concerned.
- The ability to communicate easily and effectively with a variety of customers, actively listening and taking action.
- Good interpersonal skills, with good verbal and written communication skills.
- Able to work under pressure.
- Ability to demonstrate empathy and have a full understanding of challenges which our customers face when reviewing cases.