

Job Description

Role: **Housing Disrepair Claims Handler**

Department: **Housing Disrepair**

Overview

We are looking for a claims handler to join our expanding Housing Disrepair department, based in either Liverpool or Manchester.

Roles & responsibilities

The successful candidate's duties will include (but are not limited to):

- Undertake caseload of 90+ files from inception to settlement.
- Checking and review of initial information.
- Identifying and processing files to be rejected.
- Talking to potential clients to assess if they have had disrepair to their house and if there is a claim to be made.
- Reviewing disclosure and calculating quantum.
- Checking and recording/diarising important dates (e.g. limitation, striking out, setting down, application for judgement, directions, assessment of damages, trial)
- Keeping individual client database/files up to date.
- Reviewing files and reporting regularly to clients, introducers, team leaders or others.
- Liaising, instructing and negotiating with solicitors, courts, counsel and other agencies.
- Reviewing surveyor reports.
- Liaising and negotiating with councils, solicitors, courts, counsel and other agencies.
- Preparing files for issue for court proceedings.
- Preparing files for setting down, assessment of damages and trial.
- Considering information/updates in relation to legal procedures and/or assessment of quantum.
- Dealing promptly with telephone enquiries from clients.
- Assisting other team members as necessary.
- To carry out such other duties as might reasonably be requested by the Partners.

Candidate requirements & attributes

- 1 year litigation experience in housing disrepair claims.
- IT literate in MS Office.
- Strong organizational skills and ability to prioritise.
- Team player with a positive and enthusiastic approach.
- Ability to cope with conflicting demands and meet deadlines.
- Ability to communicate at all levels, both verbally and written.

Salary

A **competitive** salary will be offered.

About True

Recognised by the Legal 500 and with nearly 30 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 **2025 UK Edition for Personal Injury and Clinical Negligence**.

We're also 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, clinical negligence, credit hire 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 26 days. Additional holiday for 5 years service.
- **Holiday purchase scheme** (You can buy up to 1 week's annual leave).
 - **Attendance bonus.**
- **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

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