

Job Description

Role: **EL PL portal claims handler**
Department: **EL PL (Portal)**

Overview

We are looking for a claims handler to join our EL PL portal department based in Newcastle.

Roles & responsibilities

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

- Dealing with a caseload of cases run in the EL/PL portal for low value personal injury claims
- Checking and review of initial information
- Checking and recording of important dates (e.g. limitation)
- Preparing allegations of negligence and breaches of statutory duty and completing claims notification forms on the EL/PL Portal
- Reviewing files and reporting regularly to clients, team leaders or others
- Commissioning appropriate expert medical evidence and liaising with medical and other experts
- Liaising and negotiating with insurers, solicitors, courts, counsel and other agencies
- Valuing damages for pain, suffering and loss of amenity.
- Identifying and gathering evidence in support of and valuing other heads of damage, including loss of earnings, care and assistance and Smith v Manchester damages
- Completing schedules of special damages.
- Progressing cases through all stages of the Portal, including stages 2 and 3
- Preparing files for issue of part 8 court proceedings
- Preparing files for stage 3 hearings including preparing briefs to counsel and trial bundles
- Reporting to team leader any difficulties or delays on files
- Dealing promptly with telephone enquiries from clients, referrers and others
- Assisting other team members as necessary
- To carry out such other duties as might reasonably be requested

Candidate requirements & attributes

- 1 year plus experience in dealing with EL/PL 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.

Hours

Monday to Friday 9am until 5pm with 1 hour unpaid lunch.

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 **2024 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.**
 - 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

Closing date: Friday 7th March 2025.