

Yorkshire Housing Role Profile



Yorkshire Housing

Job title:	Insurance and Claims Support Apprentice	Leader of others:	No
Reports to:	Insurance and Claims Manager	Contract type:	Fixed Term
Business Area	Governance	Budget holder?	No

Job purpose

The post holder will be responsible for supporting the team to provide an effective and efficient, customer focused insurance and claims handling service for Yorkshire Housing. They'll be providing excellent customer service and ensuring that policies, procedures and regulatory requirements are adhered to.

The post holder will work with key internal and external customers, always being fair to Yorkshire Housing customers, whilst seeking to minimise the cost to the business. Working with a variety of claims from Property Damage and Employers/Public Liability to Housing condition (disrepair); joining our insurance and claims team the post holder will learn and grow to become a qualified administrator supporting the team.

The post holder will study towards and obtain a Level 3 Business Administrator qualification.

Key responsibilities

- Gathering evidence and initiating investigation to defend claims
- Supporting colleagues within the team in the handling of claims from first notification to settlement
- Assisting the team in the procurement and annual renewal of Yorkshire Housing's insurance
- Responding to enquiries from customers looking to make a claim and advise them of the process
- Keeping claims systems up to date to ensure accurate reporting to key stakeholders within YH
- Provide excellent customer service - we expect you to treat customers with respect, kindness and a friendly face
- Work effectively in your own team and with other teams across Yorkshire Housing
- Produce accurate and timely information/records on the work completed

What you'll bring to the role

The main things:

- 5 GCSEs Grade C/Level 4 or above including Maths and English
- A passion to learn and apply your knowledge in a practical environment
- Curious and not afraid to ask questions and challenge
- Dedicated and passionate about delivering work to a high standard
- Driven and self-motivated
- Excellent organisation skills

- Ability to manage own workload and meet deadlines
- Excellent teamwork skills
- Strong communication and interpersonal skills
- Experience of using Microsoft Office (e.g. Excel, Word, Outlook).
- Eagerness to develop own skills and adapt to change.

It would be a bonus if you have:

- Work experience in an office / similar role

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say.

Be curious • Think differently • Ask questions • Keep learning.

Make it happen • Own it • Do it • Be empowered.

Achieve impact • Do things that matter • Deliver results • Show pride and passion.

Have fun • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.