

JOB DESCRIPTION

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| JOB TITLE | Assistant Claims Manager - Legal |
| DEPARTMENT | Claims |
| REPORTS TO | Claims Manager |
| Direct Reports | Claims Analysts - Legal |

OVERALL RESPONSIBILITY

With a specific focus on Legal Section, the role is responsible for an efficient Legal Claims Management Process in controlling matters under litigation and liaises with external lawyers in regards to all legal matters under including out of court settlements and recoveries.

KEY TASKS, DUTIES AND RESPONSIBILITIES

- Appoint defense lawyers where action is brought against the company and ensure at all times the advocates work in the best interest of the Company;
- Monitor performance of the legal staff while coaching and mentoring them for optimum productivity;
- Monitor service provider performance against the set standards and recommend corrective action on a need basis;
- Ensure in-depth, investigation of actual claims through direct or indirect contact with policyholders, claimants, investigators, attorneys and other service providers;
- Enforce the organization's reserving policy;
- Respond to correspondence and/or queries relating to legal claims;
- Analysis and approval of claim files within the assigned approval limits as per the prescribed turnaround times;
- Review, monitor and provide technical expertise to staff and ensure that there is systematic and adequate on job training;
- Update the claims monthly departmental reports;
- Deputize the Claims Manager;
- Negotiate amicably, out of court settlements and recover company outlay from third parties;
- Undertake legal research and prepare legal opinions to both external and internal clients;
- Attend court proceedings to represent the company and/or as a witness for the company;
- Develop or review contracts, lease agreements, loan agreements and other legal documents advising the organization on the best position;
- Supervise, appraise staff in the legal section and identify their development needs;
- Prepare the Legal section's work plans and budgets and ensure targets are achieved;
- Perform any other duties as required from time to time.

CRITICAL SUCCESS FACTORS FOR THE JOB

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| Academic qualifications <ul style="list-style-type: none">• Bachelor of Law degree• Post Graduate diploma in law/ Admitted to the Bar as an advocate of the High Court• A diploma in Insurance (ACII, AIIK or equivalent) | Experience and Personal Specifications <ul style="list-style-type: none">• 7 years Insurance Relevant experience with at least 2 years in a Supervisory Level & Above• Advocate of the High Court |
| Behavioural competencies Level | Functional competencies (Professional/Expert Level) |
| Achievement 4 | • Legal Knowledge |
| Analytical Thinking 3 | • Knowledge Claims Management/handling |
| Holding People accountable 3 | • Knowledge of underwriting |
| Leadership and developing others 3 | • Excellent Verbal and written communication |
| Professional confidence 4 | |
| Judgement 3 | |