



POWERING YOUR CAREER

**Team Leader - Claims
Role Profile**

Team Leader - Claims

Location: Leeds

Directorate: Customer Services

Job Ref No: R5467

Do you want to help power your career and be part of an evolving energy industry?

An exciting opportunity has arisen for an enthusiastic Claims Team Leader to join our team.

The energy industry is advancing with investment in smart technology innovation and Northern Powergrid, as the company responsible for powering everyday life for 8 million customers across 3.9 million homes and businesses in the North East, Yorkshire and northern Lincolnshire, is at the forefront of delivering a power network that meets the region's needs now and in the future.

Our vision is to be the best energy company in serving our customers, whilst delivering a sustainable energy solution. We are looking for someone who is passionate about communications and can help share our story as we deliver our plans to invest in our network, support net zero and create a greener energy future. You will lead the Level 1 litigation administration team (4 colleagues) to effectively handle the administration processes for damage claims by and against the business.

Along with a competitive salary between £25,685-£28,211 we also offer great benefits such as;

- 25 days annual leave plus Bank Holidays
- Flexible working
- Free car parking on site

We're excited to hear from candidates with a passion for our company and the energy industry and a desire to succeed. **[Apply now](#)** and we'll be in touch.

Key Responsibilities

The successful candidate will be accountable for:

- Leading the Level 1 Claims Administration team) to carry out routine tasks associated with processing claims by and against Northern Powergrid.
- Knowledge and application of Civil Procedure Rules and relevant legislation
- Providing a single point of contact for all administration queries in the team
- Managing work performance – carry out individual performance monitoring and reviews to evaluate and improve performance
- Recruitment, training and development of the team
- Individual attendance sickness/absence monitoring and setting targets where necessary
- Design & Delivery of team briefs to communicate key messages
- Identifying delivery and maintenance of effective and appropriate controls
- Collaboration, training and engagement with other business units
- Implementing process improvements

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Key Competencies

- Leadership
- Planning and Judgement
- Customer Focus
- Communication Skills
- Collaborative working
- Process Improvement

Qualifications and Attributes

Essential Qualifications and Experience

- minimum of 2 A-Levels C or above OR NVQ Level 3 OR ONC in Business Management

Desirable Qualifications and Experience

- ILM
- Supervisory experience
- Litigation, claims or insurance knowledge.
- Awareness of civil procedure rules & protocols
- Familiar with CFS Oracle
- Familiar with Solcase.

[Click here to apply today](#)

Visit northernpowergrid.com/careers to find out more about this and other career opportunities.

Posted: 11 November

Closing date for applications: 25 November

Applicants are considered on the basis of their suitability for the post irrespective of sex, marital status, sexual orientation, gender re-assignment, race, age or disability, in accordance with the Equality Act 2010.