



We're looking for a...

Claims Handler



About Us

At Stanmore Insurance Brokers Ltd, we're more than just insurance people, we are a team with heart, history, and a vision to change how insurance is experienced. Since 1962, we've grown from a small local business into an award-winning, independent broker known for putting people first, whether that is our clients, our community, or our colleagues.

We live by our values – **CREDS**, which mean we genuinely **care**, are **real** people, always **eager** to learn, **dependable**, and proud to be Team **Stanmore**. Our culture is built on support, respect, and doing things right, first time. We believe that by working together, sharing knowledge, and staying curious, we can create something truly exceptional.

Our specialist brand, dot2dot nursery insurance, launched in 2003, is a shining example of our commitment to innovation and empathy. Designed specifically for the nursery and early years sector, dot2dot understands the challenges providers face, from safeguarding to regulation, and offers more than just cover. The friendly face of Stanley Bear represents our promise of warmth, trust, and partnership.

If you're looking for a role where your passion matters, where you can grow, and where you can make a real difference every day, at a company that supports your journey and values your voice then Stanmore and dot2dot nursery insurance could be the perfect place for you.



"I'm extremely impressed as to how quickly they processed my claim. Jackie has always told me it's one of the best policies, but you never actually realise until you have to make a claim yourself."



Role Overview

We are seeking an experienced and proactive Claims Handler to join our growing team and play a pivotal role in delivering a first-class claims service to our diverse commercial and personal lines clients, including our specialist nursery insurance scheme.

This is an exciting opportunity for a claims professional with strong technical knowledge particularly in liability claims handling - who is ready to take ownership of a varied caseload, build trusted client relationships, and contribute to the continued growth and reputation of our business.

You will be working closely with account executives, account handlers, senior leadership, insurers, and clients to ensure fair and timely claims outcomes. The successful candidate will bring confidence, sound judgement, and an organised, detail-driven approach to all aspects of the claims lifecycle. This role offers excellent potential for personal and professional development within a supportive and respected Chartered brokerage.

The position is full-time (35 hours per week) and offers a permanent opportunity with ongoing CPD, training, and development.



Salary Range

Competitive Salary and Benefits
Reflective of Experience



Working Hours

Monday to Friday 9am – 5pm
35 hours per week





Responsibilities

- Claims Assessment & Liability Determination

Review, assess, and validate insurance claims across multiple product lines, with a strong focus on accurately identifying coverage position and liability for Employers' Liability, Public Liability, and other complex cases.

- End-to-End Claims Management

Handle a varied portfolio of commercial and personal lines claims including Property Damage, BI, Equipment Breakdown, liability, Motor/Fleet, PI, D&O, Terrorism, Cyber and Financial Crime, ensuring each case progresses efficiently from notification to settlement.

- Client Communication & Support

Acknowledge new claims promptly, maintain regular communication, and guide clients clearly through the claims process while providing reassurance and expert support at all stages.

- Evidence Gathering & Investigation

Conduct thorough investigations by gathering statements, documentation, CCTV, expert reports and other evidence required to support robust claims decisions and defend liability where appropriate.

- Negotiation & Settlement

Negotiate skilful, fair, and commercially sound settlements with insurers ensuring the best possible outcomes for clients while maintaining regulatory fairness.

- Regulatory Compliance & Standards

Ensure all claims activities adhere to FCA guidelines, internal processes, and professional standards, maintaining the quality and integrity expected of a Chartered brokerage.

- Accurate Record Keeping & Diary Management

Maintain precise, real-time claim records and operate an efficient diary system to ensure timely updates, follow-ups, and progression of all open cases.

- Reporting & Case Summaries

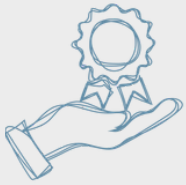
Prepare clear, concise, and well-structured claims reports and summaries for Account Executives, particularly for large, complex or sensitive losses.

- Insurer & Stakeholder Relationships

Develop and maintain strong working relationships with insurers, loss adjusters, solicitors, and internal teams to facilitate smooth claim progression and collaborative problem-solving.

- Industry Awareness & Continuous Learning

Stay informed on developments within the insurance sector and, where relevant, changes impacting the childcare/nursery industry. Complete required T&C training and proactively identify personal development opportunities.



What We Can Offer

- Competitive salary and benefits package
- 25 days annual leave, plus bank holidays and time off over Christmas
- Training and mentoring by experienced professionals
- The opportunity to progress through your career
- Employee assistance programme
- Workplace pension with an employer matched 5% contribution
- Private Medical and Group Life cover (on successful completion of probation)
- Extra treats including breakfast sandwiches on Friday mornings, regular social and fun events and activities to support our chosen charities
- Fantastic opportunity for career progression



Apply Today!

Ready to take the first step towards an exciting career? Don't miss out on this amazing opportunity to join our Bolton team. Send your CV to careers@stanmoreinsurance.com. Apply today and be part of something great. We welcome applications from all sectors of society and are committed to equality and diversity in all aspects of practice.

If your experience does not match that set out above in that you have more experience, we would still encourage you to apply. While we thank you for the interest you have shown please be aware that only shortlisted candidates will be contacted.

