



VACANCY

Claims & Customer Service Administrator

Liverpool | Full Time | 35.75 Hours per Week

Starting from £24,740

The Opportunity

We're looking for a Claims and Customer Service Administrator to join our Claims team. In this role, you'll be responsible for processing customer claims accurately, efficiently and fairly, ensuring our customers receive timely outcomes and a high-quality service.

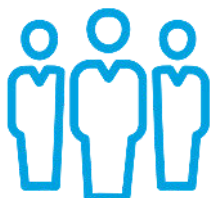
You'll take ownership of claims from receipt through to resolution, reviewing supporting documentation, applying policy rules and ensuring decisions are accurate, consistent and clearly recorded.

This is an ideal opportunity for someone who enjoys working with detail, following clear processes and solving problems, while keeping the customer at the heart of every decision. You'll be supported by training, coaching and a team that wants you to succeed.

Our Values

Everything we do at Medicash is guided by our values:

CUSTOMER FOCUSED



We put our customers at the heart of every decision.

DO WHAT'S RIGHT



We act with honesty, fairness and integrity.

OWN IT



We take responsibility and see things through.

ONE TEAM, ALWAYS IMPROVING



We work together and continuously look for ways to improve.

If these values resonate with you, we'd love to hear from you. Please apply by emailing humanresources@medicash.org with your CV and covering letter.

About Medicash

Medicash is the UK's leading provider of corporate health cash plans, supporting more than 700,000 people across the UK to take a positive approach to their health and wellbeing.

As a not-for-profit organisation, we're passionate about making a difference. We invest in our people, value wellbeing and create an environment where colleagues can develop, grow and build rewarding careers.



VACANCY

What You'll Be Doing

- Processing customer claims accurately and efficiently through internal systems
- Taking ownership of claims from initial receipt through to completion
- Reviewing documentation, invoices, receipts and other supporting evidence
- Assessing claims fairly and consistently in line with policy rules and scheme guidelines
- Contacting customers where additional information is required, providing clear and professional communication
- Ensuring claims are processed within agreed service levels
- Maintaining clear, accurate and compliant records and system notes
- Following internal processes, policies and regulatory requirements
- Handling customer information in line with Data Protection requirements
- Being alert to potential vulnerability and ensuring customers are supported appropriately
- Identifying and escalating risks, trends or issues to your Team Leader
- Working towards agreed quality, productivity and service level targets
- Responding positively to feedback and coaching and taking ownership of your development
- Supporting colleagues and contributing to continuous improvement across the team

About You

We're looking for someone who:

- Has excellent attention to detail and a strong focus on accuracy
- Can follow processes, policies and procedures consistently
- Has good analytical and problem-solving skills
- Can manage their workload effectively and meet deadlines
- Takes ownership and accountability for their work
- Has a customer-focused mindset and is committed to achieving fair outcomes
- Is comfortable reviewing information and making decisions based on evidence
- Works well as part of a team and is willing to support colleagues
- Is open to change and looks for ways to improve how things are done

Previous experience in claims processing, administration or a regulated environment would be beneficial. Experience reviewing documentation such as invoices, receipts or claim evidence, or working towards quality and productivity targets, would also be an advantage.

However, most importantly, we're looking for someone who shares our values, takes pride in doing a great job and is eager to learn and develop.

Why Join Medicash?

At Medicash, you'll join a friendly and supportive organisation that genuinely cares about its people and customers. We'll provide the training and encouragement you need to succeed, while giving you the opportunity to develop your skills and build a rewarding career. If you're organised, detail-focused and passionate about delivering great customer outcomes, we'd love to hear from you.

Ready to start your journey with Medicash? Apply today by emailing humanresources@medicash.org with your CV with covering email telling us what excites you most about applying for this role and why you think you would be great for Medicash.