

ORGANIZATIONAL CONTEXT

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|--------------------------|-------------------|
| Job Title | Claims Manager |
| Job Code | Specialist - 1 |
| Grade | 3 |
| Affairs | Assets Affairs |
| Department | Roads O&M |
| Section | Customer Services |
| Team | Claims |
| Date last updated | 24 March 2014 |

JOB CONTENT

Role Objective

To play a leading role in the Customer Service Team; develop, review and manage third party claims procedures to comply with client requirements. Carry out if required all normal quantity surveying duties; to comply with the Ashghal Roads O&M Values.

Job Roles & Responsibilities

1. Ensure compliance with the client systems, processes and procedures to deliver effective third party claims management
2. Manage a team of claims inspectors and coordinators to manage the third party claims process robustly and effectively.
3. Assist with formalising and setting up the claims team re-engineering process and policy documentation
4. Liaise with all stakeholders including the traffic police and insurance companies to ensure that complete alignment and positive and effective output.
5. Assist with development of an IT system to incorporate Customer Management and managing the Third Party Claims process, Asset Management and financial management of third party claims.
6. Prepare client commercial reports on third party claims including cost and cash flows
7. Exercise full control of third party claims management including providing and monitoring budgets and forecasts in conjunction with the client and Ashghal Roads O&M Qatar Management team
8. Assist and advise the Project Manager/Finance Manager in ensuring timely issuing of all notices required under the Contract(s)
9. To ensure that all records are kept by claims management team.
10. Provide commercial support as required / directed

BEHAVIORAL SKILLS, KNOWLEDGE AND EXPERIENCE

(Knowledge and experience needed for the satisfactory performance of the job)

Educational & Experience:

Qualifications

Essential

- Degree level
- Qualification (RICS or equivalent)
- Strong commercial and financial acumen

Desirable

- Alternatively demonstrate a proven track record in claims / commercial management with a minimum of 5 years' experience in an equivalent role.

Technical Knowledge

- Familiar with forms of contracts, including responsibilities and contractual obligations
- Computer literate and thoroughly conversant with MS Office suite and relevant engineering software packages.
- Familiar with Asset Management, Highway Maintenance, Health and Safety, and Quality Standards and Regulations
- Experience of Operations & Maintenance and Construction process
- A demonstrable period of Road Network maintenance experience

The Individual

- 10-15 years' experience in similar role
- Ability to supervise and manage the development of a team
- Flexibility and willingness to be involved in all aspects of the operation
- Experience of working in an operation with quality and health and safety systems
- Team player but have the ability to work well unsupervised
- Manage their time and team effectively and be self-motivated
- Excellent communication and organizational skills
- Good decision making skills
- Ability to identify & implement solutions to problems