

# Applicant Pack

Senior Claims Manager



**NHS**  
Resolution



**Career in Claims Management**

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## Welcome Letter

Dear Applicant,

Thank you for your interest in the position of [Senior Claims Manager](#) at NHS Resolution. This is an exciting opportunity to join a dynamic and innovative organisation that is committed to improving patient safety and quality of care.

NHS Resolution is an arm's-length body of the Department of Health and Social Care. We provide expertise to the NHS on resolving concerns and disputes fairly, sharing learning for improvement and preserving resources for patient care. We operate several indemnity schemes, on behalf of the Secretary of State for Health and Social Care, primarily for the handling of liability claims against English NHS Trusts and other commissioners and/or providers of NHS care.

As a [Senior Claims Manager](#), you will contribute by successfully managing claims on behalf of Trusts or GPs and NHS England. Claims managers are responsible for their own portfolio of complex and non-complex cases and conduct the investigation, quantification and negotiation of these claims to conclusion.

You will possess a positive and resilient attitude with an ability to act selflessly when responding flexibly to the needs of the service and will strive for continuous improvement of yourself, colleagues and the service.

In this job pack, you will find more information about NHS Resolution, the role, and the person specification. You will also find details on how to apply, the selection process and the benefits of working for us.

We are looking for candidates who share our vision, values and objectives and who have the skills, experience and motivation to make a positive difference. If you think you are the right person for this role, we encourage you to submit your application.

If you have any questions or need any assistance with your application, please do not hesitate to contact the claims recruitment team.

I hope you find this job pack useful and informative, and I look forward to receiving your application soon.

Kind Regards,

*Jon Cawley*  
*Head of Claims Operations*

## NHS Resolution – Claims Management

Healthcare in the NHS is very safe but on the rare occasions when things go wrong, or there are concerns about clinicians in practice, it is important that those involved are properly informed and supported, unnecessary costs are contained and that we learn to improve.

The bulk of our workload is handling negligence claims on behalf of the members of our indemnity schemes: NHS organisations and independent sector providers of NHS care in England and since April 2019, beneficiaries of state-backed indemnity for general practice.

Compensation arises not just for clinical errors, but also for injuries to employees and members of the public who are injured in the course of their employment or in accidents on NHS premises. Healthcare staff can be deeply affected when they are involved in an incident.

The indemnity schemes we run serve the purpose of minimising unnecessary costs and spreading this over time by providing economies of scale and the best possible value in expert management of claims for compensation. This ultimately protects patients by preserving funds for healthcare.

The Claims directorate is led by Simon Hammond and is responsible for managing a total of ten indemnity schemes covering legal liabilities of NHS organisations in England, independent sector providers of care to NHS patients, clinical and non-clinical liabilities that have transferred to the Secretary of State for Health and Social Care following the abolition of relevant bodies.

There are seven clinical negligence schemes, including the Clinical Negligence Scheme for Trusts (CNST), the Clinical Negligence Scheme for Coronavirus (CNCS), the Clinical Negligence Scheme for General Practice (CNSGP), and the Existing Liabilities Scheme for General Practice (ELSGP).

The Claims directorate also manages three non-clinical schemes including Liabilities to Third Parties Scheme (LTPS) and Property Expenses Schemes (PES). There are claims staff that are based across both London and Leeds offices with 11 regional teams managing CNST and LTPS, one team dedicated to managing Covid-related claims and currently seven teams who manage the two GP indemnity schemes.

Our Junior Case Manager Apprenticeship combines practical case management experience while studying to achieve a Level 3 Apprenticeship. All these teams sit under the wider Claims Operations Team, which also includes:

- Claims Validation
- Claims Training and Recruitment Team
- Junior Case Manager Training Team
- Claims Support Service (CSS).

*“Our purpose is to provide expertise to the NHS to resolve concerns fairly, share learning for improvement and preserve resources for patient care.”*

To find more, please click here: [please click here: Claims Management](#)

## NHS Resolution - Core Values

We have an established core set of values - (PEER).

- Professional
- Expert
- Ethical
- Respectful

We strive to stand for these values - they reflect how we work, how we want to treat each other and those we work with. To assist in explaining what it means to live the PEER values, we have a behaviours framework. The behaviours framework defines the core beliefs and expected conduct, fostering a cohesive work environment. The framework articulates the shared values that reflect our identity, influencing decision-making and interactions among staff.

Developed in consultation with staff and senior managers, the behaviours framework articulates what behaviours are required to enable us to fulfil our purpose of providing expertise to the NHS to resolve concerns fairly, share learning for improvement and preserve resources for patient care. The behaviours framework applies to all staff, regardless of function or title.

Each value is defined in general and a set of effective behaviours details what it means to live that value. We will use the behaviours framework in all aspects of our work and as a basis for defining and developing our culture that includes:

- Ensuring that we have the right people, in the right roles with the right behaviours and competencies with access to the right opportunities, exposure, stretch and development.
- Supporting a just and learning culture where staff feel empowered and have the freedom to speak up where necessary in a respectful, collaborative manner.

We want our people to feel valued, motivated and supported to contribute to the changes ahead with a clear knowledge of what is expected of them.

*‘...ensuring that we attract, recruit and develop our people to create a sustainable workforce to effectively deliver our strategy.’ Ensuring the organisation’s values and behaviours are at the heart of everything we do.’*

To aid our values we have well established networks for staff on diversity, disability, LGBTQ+ and sustainability. We also hold a level 3 award in the Disability Confidence Scheme and a Gold accreditation in Investors in People.

To find more, please click here: [LinkedIn: Life](#)

## Professional

We are dedicated to providing a professional, high quality service, working flexibly to find effective and efficient solutions.

- I communicate in a positive manner when representing NHS Resolution. I introduce myself clearly and demonstrate positive body language.
- I continuously strive for the highest possible standard in the service I provide, and I fulfil agreed commitments made to internal and external stakeholders.
- I take personal responsibility for my behaviour and reflect on the impact it may have on others.
- I regularly reflect on my working practices and behaviour and how I might improve in both areas.
- I adopt a positive attitude when problem solving, focusing on solutions and working to overcome setbacks.
- I engage positively with change and offer both supportive and constructive challenge as part of the process.
- I understand the value of support and supporting others. I raise concerns through the appropriate procedures and processes.
- I learn from experience about what works well and why in order to replicate and optimise these behaviours.

## Ethical

We are committed to acting with honesty, integrity and fairness.

- I conduct myself openly and transparently in order to support a balance of fairness, justice and learning.
- I seek authority and support where necessary and include others in decision making where appropriate.
- I remain impartial in my work by keeping personal bias and intolerance out of the workplace.
- I aim to make effective use of public monies and follow internal and national guidelines, policies and procedures when making decisions.

## Our PEER values



## Expert

We bring unique skills knowledge and expertise to everything we do.

- I seek out and take interest in new ideas and ways of working.
- I actively seek out and utilise the expertise of colleagues within the organisation and across systems.
- I improve my knowledge, skills and technical competence through relevant Continuing Professional Development (CPD).
- I share and use my knowledge and expertise to both innovate and enable best use of public resources.
- I follow agreed best practice in line with internal and national policies and procedures.

## Respectful

We treat people with consideration and respect and encourage supportive collaborative and inclusive team working.

- I am helpful, courteous and civil to people. I ensure this is reflected in all my communications (oral or written) with internal and external stakeholders.
- I am self-aware and have the ability to interpret my thoughts and feelings in a clear manner.
- I challenge behaviour that is not in line with our values and behaviours.
- I encourage open, honest dialogue and behaviour that helps foster a collaborative work environment to provide the best possible service for stakeholders.
- I am open to feedback around differences and manage these differences in line with our values, policies and procedures.
- I recognise the importance of role modelling the organisational values and leading by example at all times.
- As part of our just and learning culture, I will ensure I am aware where the boundary lies between acceptable and unacceptable behaviour.
- I recognise that incivility, rudeness and bullying are damaging to staff wellbeing as well as productivity.
- I am respectful and kind.

## Application

If you are a skilled Senior Claims Manager / Handler and have legal and/or insurance expertise in clinical negligence and or non-clinical claims management, and you are ready to take on a new challenge, we would be delighted to hear from you.

To apply please complete a short application, supporting statement and upload your CV to our applicant tracking system on our careers site. You should cover exactly what you will bring to this role and how you meet the essential criteria in terms of your background, experience and career achievements to date. We communicate with our candidates via phone and email, please ensure you have added your mobile phone number and your personal email address within your application.

*Please note: If you require a Visa to work in the UK, NHS Resolution is currently unable to support any sponsorship requests.*

## Written Assessments & Interviews

The assessment will relate to the position you are applying for, and you can prepare for the assessment by finding out more about NHS Resolution in general, but more specifically about the role. Assessments are often in the form of a timed remotely administered questionnaire or scenario-based brief, aimed at assessing the competencies required by the role.

Other forms of assessments may also be used, such as telephone interviews or competency surveys. Make sure you always take the time to read the instructions and that you understand the questions.

Interviews are focused on the competencies and technical skills that are most important for the position and as reflected in the job description and personal specification.

Applicants selected will be sent information on how to prepare.

For any recruitment queries, please contact our team at [nhsr.claimsrecruitment@nhs.net](mailto:nhsr.claimsrecruitment@nhs.net)

## NHS Resolution – Staff Benefits

- Annual Leave - runs from 1st April until 31st March. Full-time staff are entitled to 27 days plus eight bank holidays. Employees are awarded additional annual leave after 5 and 10 years of NHS service. If you work part time, then your annual leave will be pro rata.
- Flexible Working - we offer employees the option to consider flextime, homeworking, compressed hours, part-time working, job sharing and unpaid employment.
- We offer you the option to join one of the most generous and comprehensive pensions in the UK. Automatic membership on joining NHS Resolution. Visit [www.nhsbsa.nhs.uk/nhs-](http://www.nhsbsa.nhs.uk/nhs-) pensions for more information including pension estimates and contact details.
- Cycle to work scheme - discounts on bicycles and cycling equipment through a salary sacrifice scheme.
- Season ticket loan scheme - we can purchase an annual travel card, which staff can pay in monthly instalments, resulting in cost savings.
- SpecSavers eye care voucher - a free eye test and £45 toward glasses (for VDU use)
- Health service discounts & HASSRA – offers great discounts for various high street stores, holiday packages, car maintenance.

## Employee Assistance Programme

Free advice and counselling on a variety of issues including health, family, work, finances, legal and retirement. Open to staff and their immediate family members.

## Equality, Diversity and Inclusion

We are committed to Equality, Diversity and Inclusion and the support of staff health and wellbeing. In 2023 alone, NHS Resolution has been awarded Disability Confident Leader status and Investors in People Gold. Apprentices and colleagues across the organisation are also supported by the recent award-winning CIPD (Chartered Institute of Personnel and Development) Outstanding HR (Human Resources) or L&D Apprentice for 2023.

## NHS Resolution - Careers

We sincerely care about our colleagues, promoting work-life balance, wellbeing, and flexible working. We believe that the skills and experience you bring to NHS Resolution are invaluable. We want you to have the opportunity to develop your abilities, and to pioneer and develop in areas which you are passionate about.

For more information about careers at NHS Resolution, please click here: [NHS Resolution: Careers](#)

## Job Description

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**Job title:** Senior Claims Manager

**Pay band:** AfC Band 8a

**Hours:** 37.5

**Accountable to:** Team Leader

**Location:** NHS Resolution offices

### Purpose

The post holder is expected to fully understand, embrace and uphold NHS Resolution's Purpose and Values:

*"To provide expertise to the NHS on resolving concerns fairly, share learning for improvement and preserve resources for patient care."*

### Values

#### **Professional**

Being an organisation which operates to the highest possible professional standards.

#### **Expert**

Being the centre of expertise for resolving claims, disputes and concerns about performance.

#### **Ethical**

Having high standards and doing the right thing.

#### **Respectful**

Dealing with customers, colleagues, patients and the public in a considerate and respectful way.

## Key working relationships

### Internal

- All NHS Resolution staff

### External

- NHS Bodies
- Panel firms
- Arms' Length Bodies
- Other external stakeholders

## Claims Service

NHS Resolution formerly known as the NHS Litigation Authority (NHS LA) is a special health authority that operates several indemnity schemes, on behalf of the Secretary of State for Health and Social Care, primarily for the handling of liability claims against English NHS Trusts and other commissioners and/or providers of NHS care.

The claims teams manage claims emanating from former PCTs and Strategic Health Authorities, which transferred to the Secretary of State.

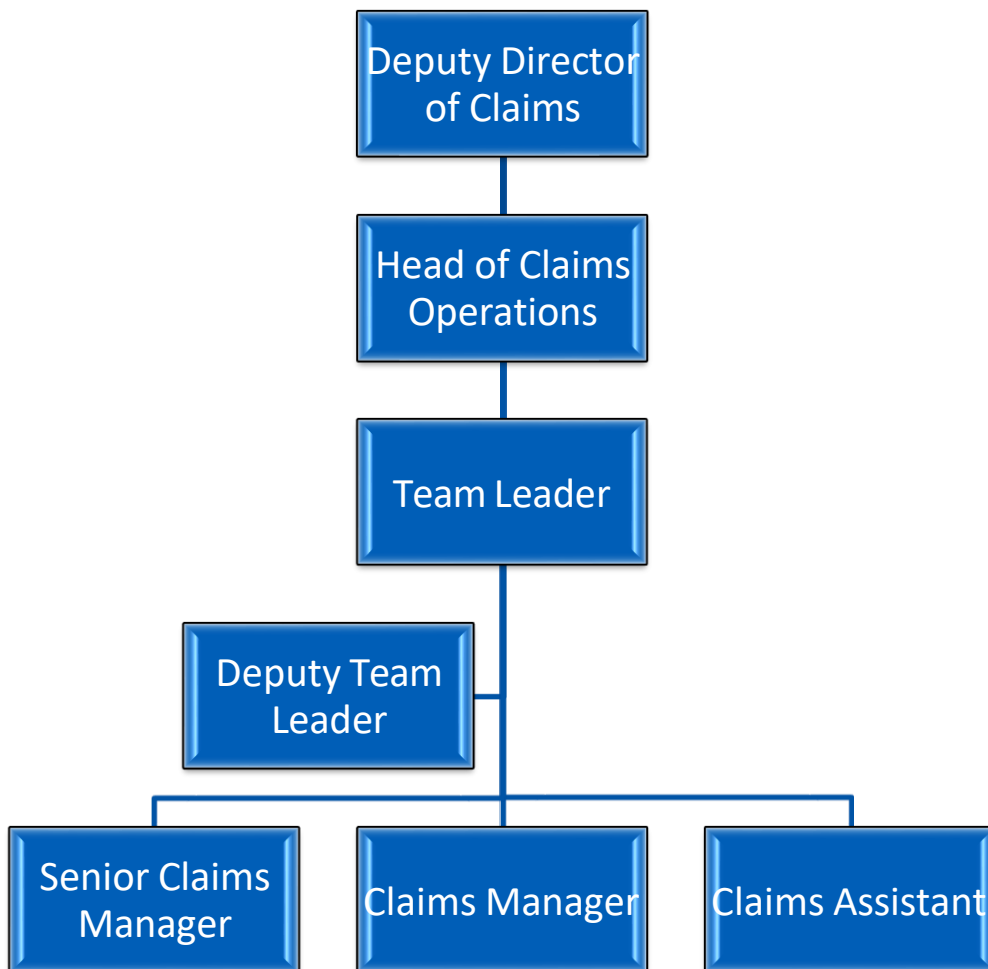
### Job summary

The Senior Case Manager is an experienced claims management expert responsible for managing a caseload of complex claims. As a senior member of the team, you will be expected to work closely with the Team Leader and other department members to ensure the highest possible standard of claims settlement and claims cost containment by performing the following functions:

- Triaging new claims to include the setting of initial reserves and providing guidance on early case strategy and the appropriate pathway for future management i.e. settlement or investigation.
- Acting as a technical expert within the team, reviewing and dealing with complex, contentious and sensitive issues
- Assisting in examining trends/potential issues/risk alerts
- Identifying and addressing development needs, providing guidance, one to one training, coaching and mentoring team members and secondees.
- Working with the Team Leader to implement and direct the strategy and improvement plans
- Act as member liaison
- Main referral point for indemnity queries
- Managing all forms of ADR, including Mediation in accordance with departmental procedures.

It is a requirement of the post to be present in the office subject to organisational business needs, to forge closer links with the team and to meet the functions of the post.

Organisation chart



## Main duties and responsibilities

### Knowing the Business

- Understanding all of NHS Resolution's products and services and where they fit within the wider NHS.
- Understanding NHS Resolution's strategy and direction.
- Knowledge of a wide range of claim categories
- Proactively providing guidance and advice about NHS Resolution processes and procedures

### Communicates Effectively

- Acting as a technical expert within the team, reviewing and dealing with complex, contentious and sensitive issues.
- Maintaining a level of liaison with the Technical Claims Unit, Claims senior staff (i.e. Heads of Service), Safety and Learning Team and Senior Management Team.
- Acting as Member liaison and actively developing working relationships with members and other external stakeholders.
- Supporting clinicians within hostile and/or stressful environments and offering 'peer support' to staff involved in managing claims.
- Participating in meetings with clinicians and patients and any other parties connected with claims.
- Providing general, non-clinical advice, information and guidance to claimants (patients) and/or their representatives.
- Proactively providing guidance and advice about NHS Resolution processes and procedures to internal and external stakeholders.
- Acting as the main referral point for indemnity and coverage issues.
- Commissioning expert opinion in contentious matters where conflicting views are apparent.
- Effective and direct communication with Litigants in Person, ensuring sensitive responses and communication of issues including complex legal principles to the layperson
- Managing all forms of ADR, including Mediation in accordance with departmental procedures.
- Attending conferences with Counsel; medical experts and clinicians; Trials; and settlement meetings.
- Liaising with the Communications Team on press releases and advising on letters of apology

### Planning and Organisation Skills

- Directly plan, manage own caseload of complex clinical cases
- Triaging new claims and assisting the Team Leader/Deputy Team Leader in the allocation of new claims.

- Monitor and report on progress against objectives and key performance indicators at an individual level

## **Analytical and Judgmental Responsibilities**

- Dealing with very complex, technical referrals by the team covering highly contentious issues.
- Assisting in examining trends/potential issues/risk alerts and liaising with the Safety and Learning Team to assist scheme members on matters affecting patient well-being.
- Commissioning expert opinion in contentious matters where conflicting views are apparent.
- Assisting patient recovery through timely settlements and reduced shelf life of cases.

## **Policy and Service Development**

- Assisting in the compliance of agreed NHS Resolution Standards and Procedures Framework at all times.
- Awareness and implementation of NHS Resolution policies, procedures and those relating to Case Management.
- To protect the NHS from adverse publicity.
- To keep abreast of legal developments in the practice of clinical negligence law.

## **Financial Responsibilities**

- Autonomously handle claims within own authority levels and Managing cases with reserves up to £15,000,000 in line with internal procedures.
- Assisting patient recovery through timely settlements and reduced shelf-life of cases.
- Administration of NHS Resolution's self-funded structured settlements and/or Periodical Payment Orders.

## **Developing Self, Others and Team**

- Role modelling the organisations behaviours and ensuring they are embedded in all aspects of the organisation
- Identifying and addressing development needs, providing guidance, one to one training, coaching and mentoring team members and secondees.
- Responsible for establishing a culture of operational excellence and continuous improvement
- Facilitating training to other claims teams.
- Keeping up to date with all aspects of personal injury and clinical negligence law, its practice and procedures to fulfil CPD requirements.
- Acting as a role model for equality and diversity.
- Deputising for the Team Leader

**Effort and working environment**Physical effort

- Office based post which requires the post holder to sit in a restricted position for the majority of the working day; the post holder will be required to undertake light physical effort when carrying laptop and documents between NHS Resolution offices or meetings and events.

Mental effort

- A regular requirement for sustained period of concentration.

Emotional effort

- Occasional exposure to highly distressing or highly emotional circumstances.

Working conditions

- Normal office conditions with a requirement to use a computer for the majority of the working day. The post holder will be required to travel to attend external meetings on an occasional basis via public transport.

## Further information

1. The post holder must ensure that personal information for claimants, members of staff and all other individuals is accurate, up to date, kept secure and confidential at all times in compliance with the *Data Protection Act/General Data Protection Regulations 2018* and the *Common Law Duty of Confidentiality*.
2. The post holder must follow the record keeping guidelines established by NHS Resolution to ensure compliance with the *Freedom of Information Act 2000*.
3. The post holder is expected to take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required.
4. The post holder is required to become familiar and comply with NHS Resolution policies and procedures.
5. The post holder must be aware of individual responsibilities under the *Health and Safety at Work Act* and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.
6. The post holder is expected to develop IT skills.
7. The post holder may be required to undertake duties at any location within NHS Resolution, in order to meet service needs.
8. This job description and person specification are intended as a guide to the main responsibilities and profile of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to the post's grades, which are not listed above, at the direction of a manager. The job description may be amended from time to time after consultation with the post holder.
9. NHS Resolution operates *No Smoking Policy* and *No Alcohol policies*.

## Person specification

	<b>Criteria</b>	<b>Essential (E) /Desirable (D)</b>	<b>How tested *</b>
<b>Education &amp; Qualifications</b>	Degree level or equivalent	E	A
	Recognised post graduate qualification or equivalent skills and experience	E	A
	Insurance/legal/clinical/medical qualification	D	A
<b>Skills &amp; Abilities</b>	Excellent written and oral communication skills with the ability to communicate empathetically sometimes in sensitive and or hostile environments	E	A & T
	Highly developed negotiation skills with the ability to be authoritative and persuasive.	E	A, I & T
	Good interpersonal, skills requiring diplomacy and professionalism.	E	A, I & T
	Demonstrable commitment to excellent customer service and improving and service delivery, in a complex environment involving senior service users	E	
	Ability to manage several and sometimes competing priorities at the same time	E	A & T
	High level of organisational skills, with the ability to work under pressure to meet strict deadlines in a demanding environment	E	A, I & T
	Ability to deal professionally and diplomatically with senior people, demonstrating resilience in difficult and challenging circumstances	E	
	Excellent team working skills, with ability to work collaboratively and flexibly in a multidisciplinary environment	E	A & I
	Ability to draft legal documents and complex legal correspondence in a concise and professional manner	E	A, I & T
	Ability to use NHS Resolution's case management system	E	T
	Demonstrable ability to supervise, coach and mentor staff	D	
	Ability to analyse complex information covering highly contentious issues.	E	
<b>Experience</b>	Substantive personal injury or clinical negligence claims handling experience or equivalent knowledge and skills or post graduate qualification	E	A, I & T
	Managing a large case load within strict time limits and conflicting priorities including higher value or complex claims	E	A & I

	Developing and monitoring processes and procedures	E	A & I
<b>Knowledge and Understanding</b>	Specialised and thorough knowledge of clinical liability claims handling/ case management	E	A, I & T
	Thorough understanding of current law and relevant statutes	E	A, I & T
	Familiarity with Civil procedure rules	D	
	Knowledge and understanding of relevant Pre-Action Protocols	D	
	Knowledge and understanding of advanced quantum practices	D	
	Knowledge and understanding of confidentiality within the workplace (particularly within the NHS)	E	A & I
	Knowledge and understanding of Equality Act (2010)	E	A & I
	Knowledge and understanding of Freedom of Information Act (2000)	E	A & I
	Knowledge and understanding of Data Protection Act (2018)/General Data Protection Regulation	E	A & I
	Confident with a high level of drive, enthusiasm and commitment	E	A & I
<b>Other</b>	Confident with a high level of drive, enthusiasm and commitment	E	A & I
	Self-motivated and focused approach	E	A & I
	Ability and the flexibility to meet the operational requirements by attendance at the office or other venue when requested upon receiving reasonable notice	E	A & I

\* A – application form; I – interview; T – test