

STEWARTS

Job description

Job title:	Associate
Reporting to:	Partner and Head of Department
Department:	Policyholder Disputes
Office:	London
Purpose of role:	To conduct effective and efficient high-value and complex disputes with insurers
Hours:	Permanent, full-time
Reviewed:	October 2024

The Policyholder Disputes Department specialises in policyholder representation in complex high-value insurance claims in a range of business lines, including property, casualty, energy and construction, business interruption, products and environmental risks, and financial lines. We act in some of the most technically demanding and high-profile coverage disputes, testing novel legal issues with market-wide significance, and pursuing enterprise-critical claims through litigation, arbitration and ADR.

We are looking for ambitious associates and senior associates, with solid commercial coverage experience to join our growing team.

Technical excellence is essential, but a strategic approach to dispute resolution, an understanding of the commercial insurance sector, and an entrepreneurial mind-set are equally important. Team members at all levels are responsible for business development as well as fee-earning, and significant career development opportunities are available for those who are able to contribute to the growth of the practice.

Associates with insurer-side experience are welcome, as are those with in-house claims experience at an insurer or broker.

Job responsibilities:

- Takes initial instructions, establishing suitability of the matter by undertaking preliminary research and reviewing documentation
- Maintains regular communications with clients, solicitors, supervisors and others on the telephone and in meetings
- Explains fee structure and ensures client is kept apprised regularly of changes in any estimate of fees, providing advice at all stages, pre and post proceedings
- Prepares reports, letters of advice
- Drafts statements
- Instructs experts
- Instructs Counsel
- Compiles Disclosure lists and bundles
- Conducts litigation and arbitration proceedings
- Demonstrates relevant experience with ADR
- Prepares cost estimates and cost schedules
- Delegate effectively to junior lawyers and paralegals, set boundaries and oversees work
- Provide regular feedback, offer support and guidance, coach, mentor and motivate

- Conduct formal performance Snapshots
- Records time effectively, achieves/exceeds hours and billing targets
- Assists with/manages the effective billing and cash collection
- Monitors financial performance and WIP
- Sets budgets and manages profitability
- Demonstrates commercial awareness and vision
- Attends/assists with/organises social events
- Contributes to marketing materials
- Identifies/generates/follows up new and existing business opportunities
- Develops effective business/client relationships
- Develops own network, raises own and firm profile
- Promotes the firm by undertaking public speaking or having articles published
- Assists with/attends/participates in/leads business pitches
- Develops practise expertise, creates a media presence, becomes a recognised expert in the field, drives the reputation of the firm
- Focuses on business development activities, defines and leads business strategy
- Makes use of the firm's collective knowledge resources, promotes internal knowledge-sharing
- Attends and contributes towards know-how meetings, delivers internal training sessions

Job skills and qualifications:

- At least three years' post-qualification experience handling commercial coverage disputes (policyholder or insurer-side)
- Strong insurance coverage experience
- Desire and ability to run cases with minimal supervision
- Demonstrable experience of active business development and client relationship management
- Well organised, uses initiative, prioritises appropriately, applies self, shows attention to detail, manages own workload and meets deadlines
- Demonstrates excellent communication and interpersonal skills (respectful, positive, articulate, professional and sympathetic)
- Delivers helpful internal services with a "can do" approach, shows commercial awareness and represents the department/firm appropriately
- Shares information and ideas
- Accepts and follows instructions, listens, makes notes, questions appropriately, co-operates
- Shows sound judgement and decision-making skills; acts within boundaries
- Shows commitment, passion and enthusiasm
- Is a respectful, reliable and supportive team player
- Reflects the firm's culture