

STEWARTS

Job description

Job title:	Senior Associate
Reporting to:	Partner and Head of Department
Department:	Policyholder Disputes
Location:	London
Purpose of role:	To conduct effective and efficient high-value and complex disputes with insurers
Hours:	Permanent, full-time
Reviewed:	July 2026

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 an ambitious senior associate, with strong 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 mindset are equally important. Senior associates play a key role in 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.

Applications are welcomed from lawyers 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
- Leads complex and high-value insurance coverage disputes with appropriate levels of autonomy
- 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
- Provides strategic and commercially focused advice throughout the lifecycle of a claim or dispute
- 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 reviews
- Records time effectively, achieves/exceeds hours and billing targets
- Manages 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 practice 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 six years' post-qualification experience handling commercial coverage disputes (policyholder or insurer-side)
- Strong experience managing complex, high-value and strategically significant insurance disputes
- 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