

## Specialist, Legal (maternity Leave cover)

### Role Description:

Reporting to the VP, General Counsel, the role provides support to both the Legal and Claims teams. The role will provide an efficient and proactive coordination, organisational and logistical service.

The role requires competent coordination, collaboration and communication skills. Key facets include support of the Claims team by being at the centre of claims management, support of the Legal team via diary management, agenda and meeting planning and general administrative duties across the two teams. The role requires the ability to work independently and as part of a team, juggling the requirements of both sides of the department

<b>Grade:</b> CUK Level 12	815	<b>Grade:</b> CUK Level 11	<b>DBS check required</b>	Enhanced	
<b>Reports to:</b>	Finance & Legal	<b>Reports to:</b>	VP, General Counsel		
<b>Function:</b>	Legal	<b>Team:</b>	Legal Team		
<b>Direct reports :</b>	<b>Job Titles &amp; Level</b> <ul style="list-style-type: none"> <li>None</li> </ul>				

### Accountabilities

#### Support to Claims Department:

- Inputting new claims from solicitors, guests and crew onto the Risk Console database system in accordance with department procedures
- Logging correspondence received by incoming post, scanning onto the shared drive and distributing to appropriate team member to ensure legal cases run smoothly
- Liaising with Guest Relations in relation to complaints referred to the Claims Department, giving guidance and support where appropriate
- Ensuring that requests for support by internal customers are dealt with in a timely fashion to the highest standard
- Using POLAR, CRM and the Accident Databases (if required) to verify guests details, cruise history, accident details etc. when setting up claims in Risk Console and to issue FCCs
- General correspondence to guests confirming credits/cheque payments
- Creating payment requisitions for claim settlements and liaising with Finance in relation to vendor set up and expediting claim payments where necessary
- Producing management reports using Risk Console templates on a regular basis and building the Claims Dashboard each Quarter for presentation to ELT
- Respond to telephone queries and letters from external customers with polite and understanding manner; take responsibility for following queries through to resolution with appropriate team member and setting realistic expectations for the customer
- Maintaining filing and archiving (both internal and external) using the Boxlight system

#### Support to Legal Department:

- Supporting the VP, Legal Counsel ensuring upcoming engagements and work priorities are scheduled
- Managing diary which ensure a balance between business meetings, travel and lead time preparation and work priorities
- Proactively prepare the necessary 'paperwork' on behalf of the VP, General Counsel to ensure they are fully prepared for engagements

- Work on own initiative to problem solve when managing changing and conflicting priorities
- Organise travel arrangements as required to support schedules
- Check and code legal firm invoices in Markview
- Filter general information, queries and phone calls for the VP, General Counsel by redirecting, taking forward such contact as appropriate
- Prepare correspondence on behalf of VP, General Counsel and support of Senior Legal Counsel and Legal Counsel as required
- Support recruitment activity within department as required.
- Adding approved contracts to Ariba database. Retrieving details relating to contracts as and when required from Ariba and contracts safe.
- Administering expenses for team members in the Oracle system
- Liaising with Technology department to resolve IT issues
- Putting together and managing the ERO rotas for the department in NIM

### **Health, Environment, Safety, Security (HESS) Responsibilities**

- Lead by example by taking care of the health and safety of you and others
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager/team leader
- Follow safety rules and procedures
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks
- Appoint shore side risk assessment Subject Matter Experts as required to review and approve risk assessments
- Actively promote safe working within your team and encourage safe behaviours
- Demonstrate safety leadership in accordance with our safety leadership behaviours

### **General Responsibilities**

Adheres to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive). To undertake ad hoc duties as required.

#### **Scope:**

#### **Problem solving:**

Payment issues relating to claims require patience and knowledge of who best to contact in the Finance department. It also requires an understanding of how Finance operates their payment schedule. Work on own initiative to problem solve when managing changing and conflicting priorities

#### **Impact:**

This role is crucial in keeping both teams in the Legal department running smoothly. As the central coordinator and administrator for the Claims Team, weekly claims and payments are administered and updated. Also invoices are tracked and processed accordingly which affect both the legal services and Claims department. This role is instrumental to ensure the department financials are kept up to date as well as all requirements from claims such as file set-up, reporting and general day to day admin.

#### **Leadership:**

Representing the Legal department and often being the first point of contact for people. Building positive and collaborative relationships with internal and external stakeholders that enable the Legal team to be easy to work with. Takes responsibility for own performance and personal development

### **Demonstrable Behaviours:**

#### **Self Mastery**

Is direct, truthful and trusted, and can see how own behaviors impacts others. Learns from experience, feedback and takes action to continuously improve. Faces difficult issues with a positive attitude. Ability to deal with confidential matters and to maintain the absolute trust of the team, separating the job role from friendships within the business in a mature manner

**Improve & Innovate**

Remains calm when facing uncertain situations. Appreciates both internal and external customer needs to inform action. Generates useful ideas that are new, better and enhance guest or people experience. Implements efficient and sustainable solutions.

**Engage & Empower**

Provides input and takes ownership of tasks. Seeks to understand different perspectives. Treats everyone as an individual. Supports others and contributes to a positive working environment.

**Accountability & Commerciality**

Displays a can do attitude in good and bad times. Follows through on commitments. Takes personal responsibility for decisions, actions and failures. Makes decisions based on facts, guest and people experience.

**Inspire & Achieve**

Comfortable with dealing with concepts and complexity. Looks ahead to propose future solutions and ideas. Understands the vision and recognizes their contribution. Has a clear connection between own aspirations and goals to the company goals.

**Knowledge, Experience and Qualifications required:****Qualifications – essential:**

- Good general standard of education including good qualifications in English and Mathematics (eg. GCSE)

**Knowledge/ Experience – essential:**

- Proven experience working within a professional services setting in a supportive role
- Excellent typing skills speed and accuracy
- Experience of working within a large business environment
- Experience of prioritising complex workloads
- Awareness of confidentiality of tasks undertaken and use of appropriate discretion

<b>Issue Date:</b>	December 2020	<b>Issued by:</b>	John Snyder - VP, General Counsel	
<b>REWARD ONLY</b>	<b>Grade:</b> CUK Level 12	<b>RUI:</b> 815	<b>Date Approved:</b>	<b>Initials:</b>