

# THE P&I TEAM

Protection and Indemnity insurance provides cover to our Shipowner and Charter Members for third-party liabilities they may encounter in the commercial operation of their vessels including cover for cargo loss or damage, personal injury, collisions, pollution, fines and wreck removal. Our claims professionals are involved in the provision of expert advice, guidance and claims handling services in relation to all aspects of P&I cover for our Members.

Here at North we have a P&I claims team of almost 80 individuals many from insurance, shipping, mariner and legal backgrounds, handling enquiries and claims on a daily basis. The claims we handle are often complex and challenging as shipping is a global industry and world events can often have a direct bearing on our Members' trading activities, so it is necessary for us to be adaptable in a changing environment.

With a head office in Newcastle upon Tyne, we also have regional offices in Greece, Hong Kong, Shanghai, Japan and Singapore to allow us to provide the best possible service to our global membership. We strive to provide excellent service, which requires proactive, innovative and diligent claims management.



*With 90% of world trade travelling by sea, our Shipowner Members regularly face challenges and issues that our P&I team assist with. This makes being part of the P&I team a truly rewarding career in an exciting, interesting and ever changing environment.*

Michelle Foster  
Claims Executive



# THE ROLE



# WHAT YOU WILL BRING...

Working in the P&I team is a challenging yet rewarding role. An overview of the qualifications, experience and skills required are outlined below.

## A Candidate *Curriculum Vitae*



### *Background*

*Our P&I Executives come from an array of backgrounds, you may be a:*

- Claims handler from another P&I Club or commercial shipping or insurance claims role.
- Graduate with excellent communication and a can-do attitude.
- Ex-mariner who is entering or has entered the shore-side shipping world after your time at sea – this would include those who have used their experience to move into shipping claims, academic life or the legal profession.
- Qualified English or overseas lawyers with shipping and/or commercial experience.

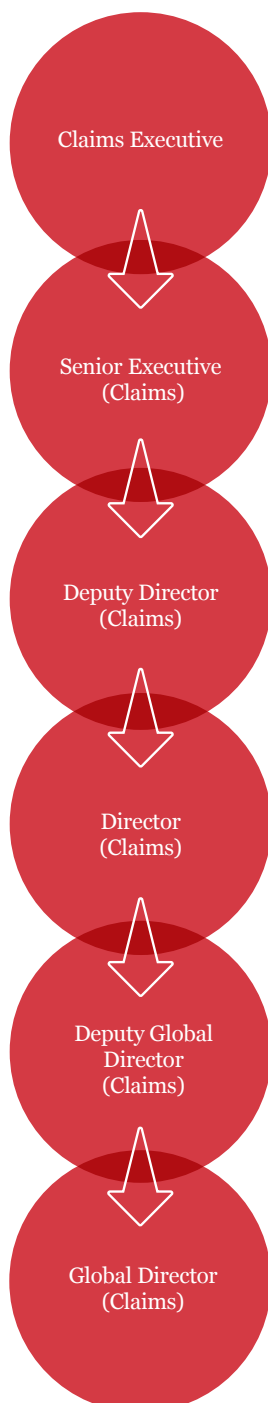
### *Experience & Skills*

- Shipping claims and/or litigation experience and practice.
- Ability to handle a challenging and diverse caseload, with the support of the in-house team.
- Effective communicator both written and verbal who can build and maintain sound relationships with our Members.
- Ability to explain complex legal and technical concepts in basic terms, while also considering associated aspects of marine insurance, commercial pressures and practical problems.
- Driven and committed to providing an excellent standard of service to Members and colleagues.
- Good planning and organisational skills with the ability to work well under pressure and cope with demanding workloads and deadlines.
- Team player with integrity.
- Recognises the need for flexibility to meet the needs of Members, the department and company at all times.
- A genuine interest and commitment to the shipping industry and to the North Group.
- A willingness to support and advise Members as and when needed, which may involve working outside of office hours.



# YOUR CAREER

The department is structured with roles ranging from Claims Executive to Global Director, so whatever your level of experience we may have a role for you.



We invest heavily in training and development to support you with your career path:

## *Getting Started*

You will be given an extensive initial induction program to help you settle in.



## *Knowledgeable*

Provided with opportunities to learn from our existing, highly knowledgeable teams.



## *Our Support*

We have regular in-house talks from industry experts as well as external training to support you in your role.



## *Your Progress*

You will have access to North's preferred additional qualification, the International Group Qualification (IGQ) funded by North with mentors to support you along the way.



## *Your Review*

Regular performance review sessions will be held by your line manager to provide feedback and continuous dialogue around your career aspirations.



## *Development*

You will be set individual objectives and development goals to help with your development.

