



**Harrison  
Holgate**

insurance & finance recruitment



**VACANCYSOFT**

Business Intelligence through Vacancy Data

# Claims

## UK Insurance Labour Market Trends

February 2023

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## FOREWORD

The insurance industry protects the world's people, homes and businesses. Those who buy insurance do not have much more exposure to the industry until an event that requires a claim. It is only then they encounter the experienced professionals who are responsible for advising, guiding and negotiating to return the policyholder or third party to their pre-loss position as quickly and efficiently as possible.

Post pandemic, 2022 saw an increasing return towards "normal life activity". For General Insurance as the wider world woke from a period of suppressed activity this inevitably impacted claims and work-load volumes. There have been developments in technology with emerging solutions for reporting claims, handling and managing and processing data, all aimed at influencing speed and efficiency - and of course there has been a shifting pattern to incorporate more remote and hybrid working solutions.

If an insurer cannot quickly and efficiently guide a claim to settlement the cost for that claim swells and in aggregation this may well impact the insurer's ability to make a profit. What is not clear yet from the hiring volumes seen in 2022 is the degree to which insurers are either adapting to changes in claims volume, reshaping for technology, or whether there is a deeper productivity challenge.

Resource wise, with covid's early retirements and "downshifting" of mid-senior employees this has again however highlighted the talent shortage. The need to balance capability and resource in such a time sensitive technical role remains critical. A pipeline of highly knowledgeable, capable, technical claims professionals is vital. There is no immediate sign that hiring volumes in the claims sector will slow, 2023 looks set to remain a busy year for hiring in the claims sector.

**Matthew Waters**  
**Managing Director**  
**Harrison Holgate**

## OVERVIEW

Despite the economic volatility, 2022 was a successful year for the UK's Claims specialists. Enhancing and speeding up their claims processes to cut costs and offer a better customer experience will be a key concern for Claims directors in 2023. "The urgency to bring greater efficiencies to first notification of loss and beyond has heightened as the market tackles rising fraud, cost inflation in repairs, and new pricing regulations that can make the claims experience more of a competitive differentiator," says Kajal Vakas, senior manager of claims, LexisNexis Risk Solutions, Insurance, UK and Ireland in the Insurance Post.

In today's ever-changing market, the methods to deliver claims are constantly evolving and this issue is certainly linked to 'First Notification of Loss' (FNOL), the initial report made to the insurer. Constant technological improvements have brought a rapid development in apps, connected devices and cars, proposing new ways of supporting FNOL. For context, customers can log an electronic notification of loss via an app or website.

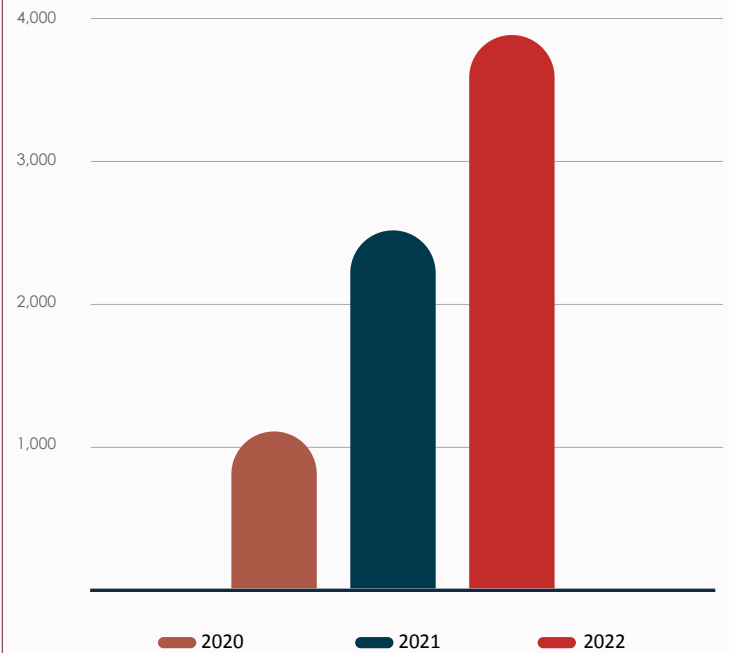
Vacancies for Claims professionals across the Insurance sectors closed the year with record-breaking numbers of over 3,700 new jobs – a year-on-year rise of 51% compared to 2021. However, while performance surpassed the previous year in terms of volumes, it failed to better 2021's impressive year-on-year rise of 109.9%.

Looking at the monthly figures, our data shows that Claims vacancies peaked in March 2022, achieving 397 jobs (up 17.1%), the highest monthly total across the 2020-22 period. The most pronounced month-on-month change for Claims was in January (36.8%).

Outside of Claims specialists, monthly hiring volumes for Insurer vacancies were generally more robust than in 2021, hitting record levels in May 2022 with over 1,000 new jobs (9.7%). Interestingly, following a decrease of 15.3% in December 2021, insurance jobs excluding Claims experienced the best performing month-on-month growth of 2022 in January (57.2%), with over 900 vacancies registered.

### Annual Totals

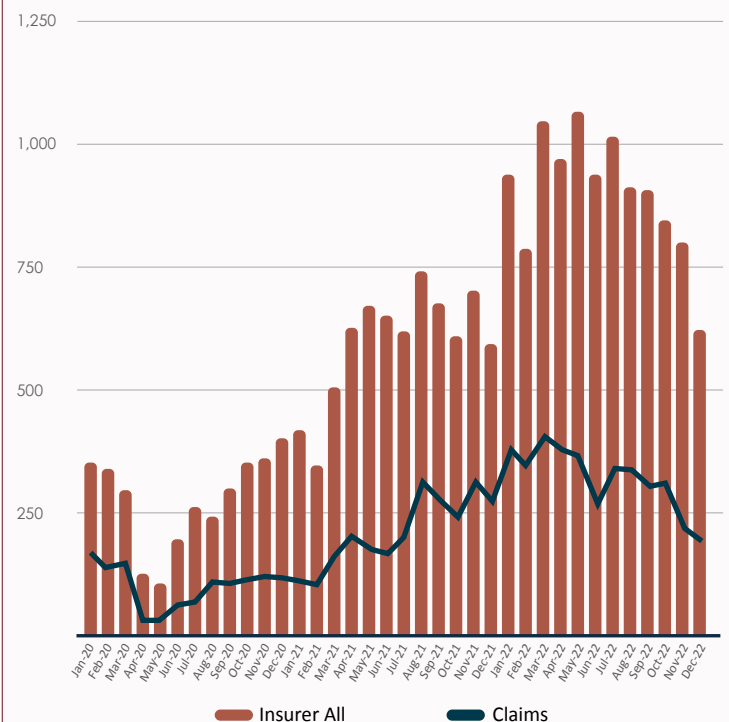
Claims vacancies, Insurance, 2020-22, England & Wales



Source: Vacancysoft Analytics

### Monthly Totals

Claims Vacancies vs All Insurance Vacancies, Insurance, 2020-22, E&W



Source: Vacancysoft Analytics

## SECTORS

A breakdown of sector performance for Claims vacancies finds that General Insurance led the way in 2022, closing the year with over 2,800 new jobs, surpassing 2021 and almost three times 2020 job volumes. This constitutes a remarkable year-on-year growth of 55.2% in relation to 2021 (albeit not as high as the increase of 92.1% in 2020). Nonetheless, it was the most significant yearly rise of 2022 among all sectors.

Non-Life took the runners-up spot, having published over 800 new Claims vacancies, recording a rise of 38.5% compared to 2021. Of note, this sector experienced the fastest year-on-year increase across the 2020-22 period, volumes increasing by 220.7% in 2021.

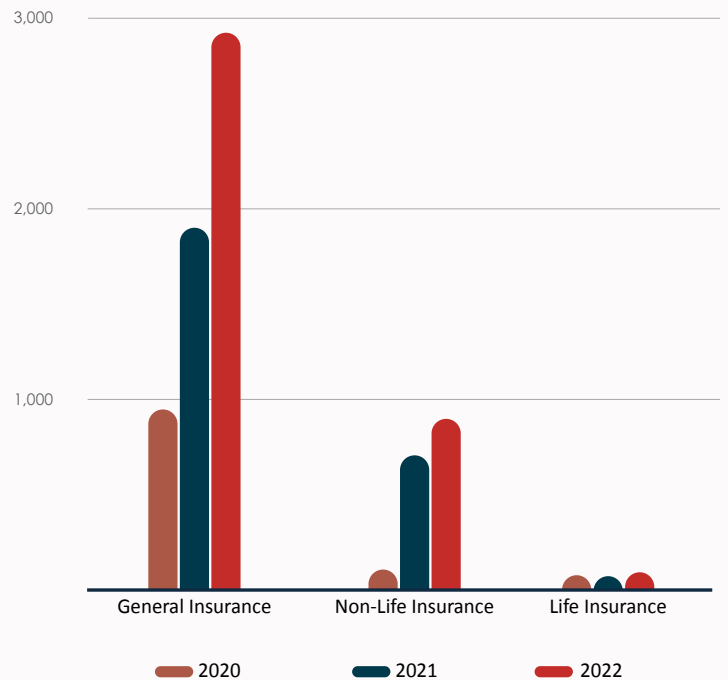
The third best-performing sector in the past year was Life Insurance, which registered a notable jump of 46.5% compared to 2021, despite having the lowest volumes – under 100 published jobs. Interestingly, this is the only sector which recorded a bigger year-on-year jump compared to 2021 (when it rose by 13.2%).

General Insurance has also grown its overall proportion of overall hiring, which constitutes over three quarters (76.2%) of all new Claims vacancies (topping 3,700 jobs across all sectors). This sector accounted for the biggest slice of the market for the third year in a row, although it could not beat the 81% share of 2020.

In second spot, Non-Life Insurance accounted for 22.1% of all newly published vacancies in 2022, slightly lower than the 24.1% of 2021. The share of Claims vacancies for Life Insurance was the lowest among all sectors, representing 1.7% of the total new jobs in 2022.

### Sectoral Breakdown

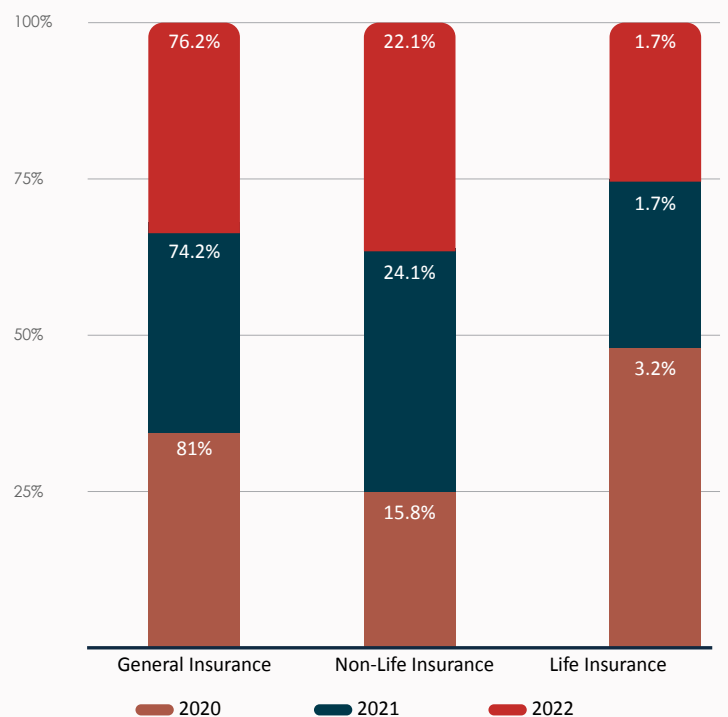
Claims vacancies, Insurance, 2020-22, England & Wales



Source: Vacancysoft Analytics

### Sectoral Breakdown as %

Claims vacancies, Insurance, 2020-22, England & Wales



Source: Vacancysoft Analytics

## REGIONAL ANALYSIS

Split by region, we can see that activity for Claims vacancies in London was the highest in 2022, registering over 900 new jobs, a yearly rise of 52.4% in relation to 2021. While this represents an optimistic uplift for the capital, it failed to better 2021's impressive year-on-year increase, when volumes soared by 142.7%.

The South East ranked second, recording a growth of 40.7% compared to 2021, having published over 600 new vacancies. However, the most significant year-on-year rise occurred in the North East, experiencing an incredible surge of 550% from 2021.

By contrast, the biggest year-on-year drop in 2022 was to be found in Yorkshire & the Humber region, which saw a decrease of 14.1% compared to 2021, when it attained a notable increase of 197.5%.

Other significant 2022 year-on-year increases that are worth highlighting were experienced in the East of England (64.6%), Wales (89.5%) and the East Midlands

(95.1%).

A breakdown by share of vacancies reveals that Greater London accounted for the biggest slice (24.1%) of all new Claims jobs. Despite holding a greater than 20% share in the previous years, this is the highest percentage for the capital across the 2020-22 period.

While London boasts the largest share of Claims vacancies, other regions are also worth mentioning. The South East follows next, with 17.8% of new vacancies, its share however consistently falling during the period, from a high of 21.6% in 2020.

Another region that has had strong vacancy volumes but seen its share fall in consecutive years is the North West, whose share of the total in 2022 was 9.6%. Conversely, regional hiring levels for Wales increased in 2022, representing 7.2% of all new Claims vacancies.

### Regional Analysis

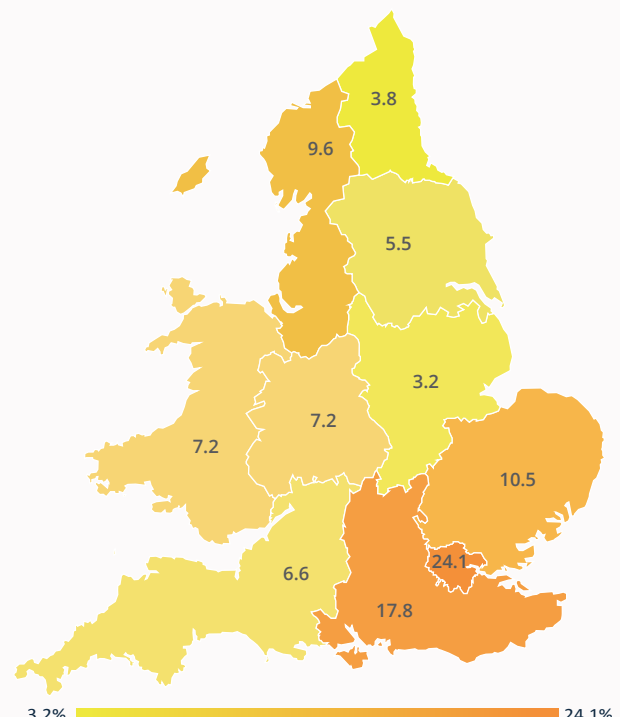
Claims vacancies, Insurance, 2020-22, England & Wales



Source: Vacancysoft Analytics

### Regional Breakdown as %

Claims vacancies, Insurance, 2020-22, England & Wales



Source: Vacancysoft Analytics



## TOP FIRMS

A look at the top organisations hiring Insurance Claims specialists shows that Sedgwick topped the table in 2022, recording a year-on-year growth of 72.8% compared to 2021, registering over 250 new jobs. The London-headquartered firm launched a new resource solutions business unit in 2022 for its insurer clients in the UK, which aims to help them with temporary and permanent placements across claims-handling divisions.

Crawford & Company was the second best-performing firm, experiencing a notable yearly rise of 67.2% in relation to 2021. The Atlanta, Georgia based firm recently appointed Afzal Ahmed as its new director of subsidence operations in the UK. This leadership appointment signals the claims management provider's intent to further enhance the quality of service it offers at all stages of claims.

Claims vacancies for RSA Insurance Group ranked third, increasing by 45.1% year on year. The general insurance company recently announced that it would introduce its new carers policy for staff in 2023 – employees with significant caring responsibilities for

disabled dependents will now be entitled to five more days of paid leave per calendar year.

Despite growing in terms of job volumes, AXA had a quiet year, registering a year-on-year rise of 6.3% compared to 2021. This is in stark contrast to its performance a year earlier, when volumes went up a staggering 273.7%, one of the biggest increases in 2021. The Paris-headquartered multinational recently revealed its plans to offer a new cyber insurance product and service for SMEs in 2023.

Other notable company highlights:

- The most significant year-on-year growth was experienced by British insurance intermediary PIB Group, registering a huge rise of 371.4% compared to 2021.
- Bournemouth-based LV= recorded a big year-on-year rise (up 223.8% on 2021).
- Non-Life Insurance firm Markerstudy also achieved a substantial increase, with volumes up 95.8% compared to 2021.

### Top Companies

Insurance Sector, Claims vacancies, Insurance, 2020-22, England & Wales

Company	2021	2022	YoY %	Company	2021	2022	YoY %
Sedgwick	151	261	72.8%	Admiral	92	128	39.1%
Crawford	125	209	67.2%	NFU Mutual	107	98	-8.4%
RSA	144	209	45.1%	Aviva	36	71	97.2%
PIB Group	35	165	371.4%	Hastings Direct	46	66	43.5%
Gallagher	163	162	-0.6%	Ardonagh Group	60	64	6.7%
AXA SA	142	151	6.3%	Ageas	26	48	84.6%
Davies Group	136	145	6.6%	QBE Insurance	50	46	-8.0%
Markerstudy	71	139	95.8%	Esure	37	46	24.3%
LV=	42	136	223.8%	First Central Group	80	30	-62.5%
AA	106	131	23.6%	The Ardonagh Group	60	64	6.7%

Source: Vacancysoft Analytics

# About Harrison Holgate

Harrison Holgate are specialist recruiters for the insurance and reinsurance markets.

As true market specialists we work in partnership with our candidates and clients, delivering unrivalled market knowledge and insight.

Driven by our passion to become the partner of choice we offer tailored advice and guidance, recognising the individual needs of our candidates and clients and providing an open, honest and transparent service.

At Harrison Holgate our passion has built the business from its early foundation through our comprehensive and in depth knowledge of the market.

Success stems from our belief in long term relationships won and maintained through understanding, commitment, transparency and delivery.

## Understanding your needs

With quality talent becoming increasingly scarce, candidate attraction and engagement is more important than ever before. With the Internet and Social Media age there is little difficulty in identifying volume in the market but finding the right role, or candidate with the right blend of skills and attitude, or cultural fit, can be a time consuming and frustrating process.

There is significant personal cost to a candidate in taking the wrong role, or to your business in hiring the wrong person – not limited to lost management time, productivity and revenue. That's why our senior team want to get to know you as a candidate, or your business and your needs.

"Our goal is to work as true partners to our candidates or with your business, acting in tandem with your needs and providing a truly personalised service."

## About Vacancysoft

Vacancysoft is the UK's leading provider of labour market data and analytics. We provide high-grade lead generation, client intelligence and market analysis solutions for Britain's top recruitment industry firms and others.

Vacancysoft's products helps firms to optimise their businesses. Established in 2006, we have thousands of clients worldwide, ranging from FTSE-listed businesses to industry specialists.

### HOW WE GATHER DATA

The data contained within this report is gathered solely and specifically from the career centres of company websites, not job boards.

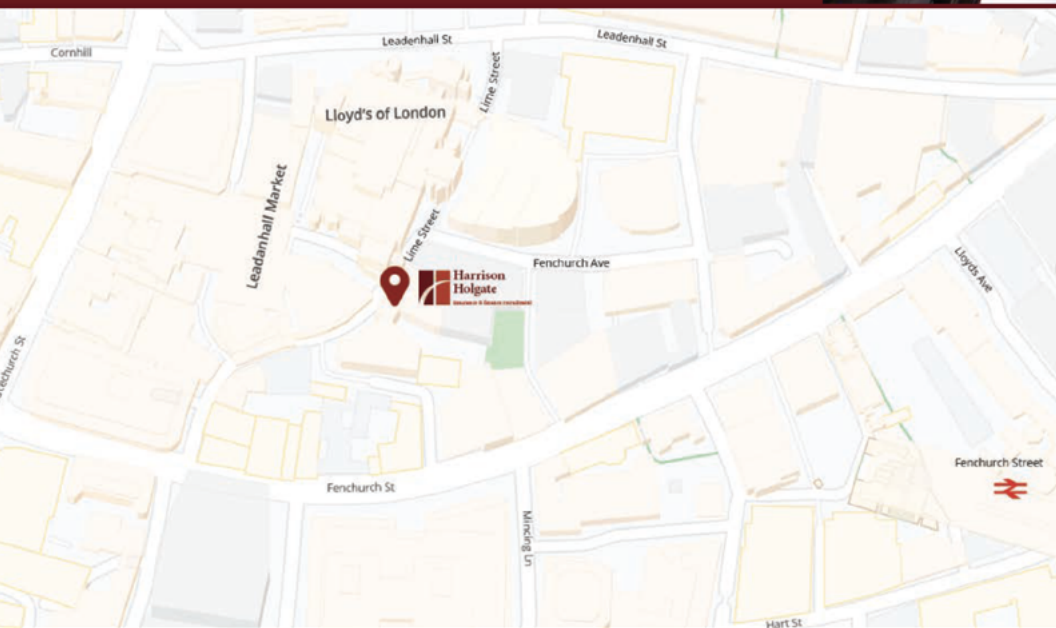
Before publication, job postings are de-duplicated and verified as unique. Every vacancy is assigned up to 20 data points through Vacancysoft's proprietary algorithm, which is double-checked for validity by a data quality control team. The data showcased here is available within the Vacancy Analytics platform, where users can create and customise their own reports. To find out more please contact a member of the team or email [support@vacancysoft.com](mailto:support@vacancysoft.com).



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