

Staff spotlight



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What was your first job in the industry?

I first worked as a trainee solicitor with Thomas Cooper & Stibbard (now Thomas Cooper) in 2001. After qualifying in 2003, I remained at the firm until joining The Standard Club in September 2012.

What was it that interested you in P&I?

Whilst working in private practice, I was frequently instructed by P&I clubs and therefore had very regular dealings with individuals working at clubs and the manner in which they address claims. I was also fortunate to be able to undertake a six-month secondment with another club in the International Group, which gave me a greater insight into the workings of clubs. It was obvious to me that clubs sought to assist and advise their members on a far more commercial basis, and it was primarily this ethos that attracted me to working within a P&I club.

What is your current job and how does it differ from your first job in the industry?

I am currently a Claims Director within the Mediterranean Syndicate, which is a world away from where I started as a trainee solicitor in private practice! Although the same principles of 'client care' and being able to provide sound advice apply to both a P&I club and a law firm, I feel that I have a much closer relationship with members at the club than I had in private practice. As such, I am able to work with them to bring about results which have real consequences for the member's business.

What is the most important thing a club can do for its members?

Listen to them. Members are the club's most important commodity and it is important that we listen to their concerns and views. Members often have very clear opinions in respect of claims and the manner in which they wish these to be resolved. I will always seek to take account of those

opinions when handling any claim or dispute on a member's behalf.

What is the highlight of your career?

The highlight of my career has been acting on behalf of a large multinational oil major faced with a significant claim where the claimant was seeking a seven-figure sum for injury arising from the alleged inhalation of toxic fumes. The claim was evidentially complex and culminated in a seven-day trial at the High Court in London, with multiple experts and witnesses, in which my client was successful. The claim was subsequently reported in the legal press. I am very proud of the result and delighted that my client was found not liable.

How do you think the industry has changed since you started working in it?

It has been very interesting to see the entire legal and P&I industry significantly shift over the last decade to being far more cost conscious and seeking to give better value services without compromising on quality. Whilst that may reflect the relatively difficult economic times that many are experiencing, from the perspective of P&I clubs and our members, the processes of streamlining and good financial governance will ultimately benefit members. They should expect to receive the same quality service they have come to expect from the club whilst knowing that we are working hard to provide this in a cost-effective manner.