

Role Profile

This section provides key information relating to the role

Job Title:	Insurance & Risk Lead Officer		
Post No:	RP0114	Grade:	L
Team:	Finance	Location:	Campus East
Responsible to:	Financial Processes Team Leader		
Responsible for:	N/A		

Overall job purpose:

To arrange and manage all aspects of the Council's insurance portfolio and provide an efficient claims handling service; to be responsible for the Council's risk management framework including the maintenance of an up-to-date comprehensive risk register.

Key areas of focus:

1.	To maintain a continuous review of the adequacy and cost of the Council's insurance arrangements (including self-insurance), to develop or modify these in the light of changing markets, risk assessments and Council circumstances.
2.	To manage the insurance renewals process on an annual basis and manage and maintain good professional working relationships with insurers and brokers.
3.	To be responsible for a professional insurance management and advisory service for the Council providing training and advice to managers on all insurance matters and identifying risks and appropriate mitigation.
4.	To manage the Council's insurance claims, ensuring integrity and compliance with legal processes. To liaise with other staff in the council dealing with related complaints, ombudsman cases and disrepair claims to ensure a co-ordinated approach.
5.	To manage and maintain the Council's insurance claims database, providing performance management information as required corporately and by managers, as well as reporting on costs to inform the budget process.
6.	To be responsible for keeping the Council's risk framework under continuous review and to provide advice, guidance and training to managers on risk management matters.

7.	To be responsible for maintaining the Council's risk register and including attending cross-departmental meetings to ensure the register remains up to date.
8.	To draft and advise on regular reporting on the risk framework to senior management and council members.
9.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
10.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
11.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Educated to 'A' level standard or equivalent	x		AP
CII qualified or part qualified or equivalent relevant experience	x		AP
Substantial insurance and claims handling experience in a large organisation at a senior level.	x		AP/IN
Good knowledge of local government services and procedures.		x	AP/IN
Knowledge			
Knowledge of insurance best practice, current advice and regulations and legal principles in relation to liability.	x		AP/IN
Knowledge and experience of risk management.	x		AP/IN
Knowledge and experience of the development of risk frameworks and registers.	x		AP/IN
Skills and abilities			
Able to advise senior managers and the Council on insurance and risk matters and encourage positive courses of action.	x		IN
Able to effectively communicate and negotiate with claimants orally and in writing, balancing customer care and maintenance of the Council's reputation with achieving optimum claims settlements.	x		IN
Able to analyse and judge complex information from a wide variety of sources and make decisions on it by applying knowledge of legislation, guidance and policy documentation.	x		AS/IN

Able to negotiate and manage effective relationships with insurers/brokers/solicitors/consultants, exchanging orally and in writing complex and contentious information.	x		AP/IN
Able to use and maintain financial, insurance and risk management software systems and interpret financial data.	x		AS/IN
Other attributes			
To be flexible and work under pressure to prioritise tasks and manage deadlines.	x		AS/IN
Ability to work independently and on own initiative, including identifying the need for and creating new solutions.	x		IN
Ability to deal with multiple complex matters simultaneously, whilst maintaining focus and a high level of accuracy.	x		IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.