

Job profile

Service and job specific context statement

Directorate:	Central Services
Service:	Insurance and Risk Management
Post title:	Assistant Insurance and Risk Management Technician
Grade:	Grade F
Responsible to:	Risk Management Officer or Senior Insurance and Risk Technician (appraising officers)
Staff managed:	None
Date of issue:	September 2021
Job family:	P&T - Professional & Technical

Job context

The Insurance and Risk Management (I&RM) service provides a key supporting role for all functions within the County Council. In addition, the I&RM team provides services to schools and early years providers as well as external customers under service level agreements. Services are also provided to the Council's wholly owned companies such as NY Highways.

As an Assistant Insurance and Risk Technician, the postholder would be expected to work across a range of area specialisms appropriate to the role (e.g. general insurance, risk management and claims enquiries from all services within the County Council, schools and external customers including wholly owned companies) providing a high quality service. The core functions of the I&RM service are to:

- Provide for the impact of losses through a combination of self-financing, transfer and management of risks. One of the principal transfer mechanisms is to secure cost effective and quality insurance cover;
- Facilitate the development and maintenance of risk registers through a series of meetings and workshops at which the relevant management teams consider risk issues;
- Handle and co-ordinate insurance claims that arise as a result of incidents and losses;
- Co-ordinate risk management issues through the corporate risk management group, directorate working groups and other associated activities;
- Co-ordinate corporate governance and information governance issues.

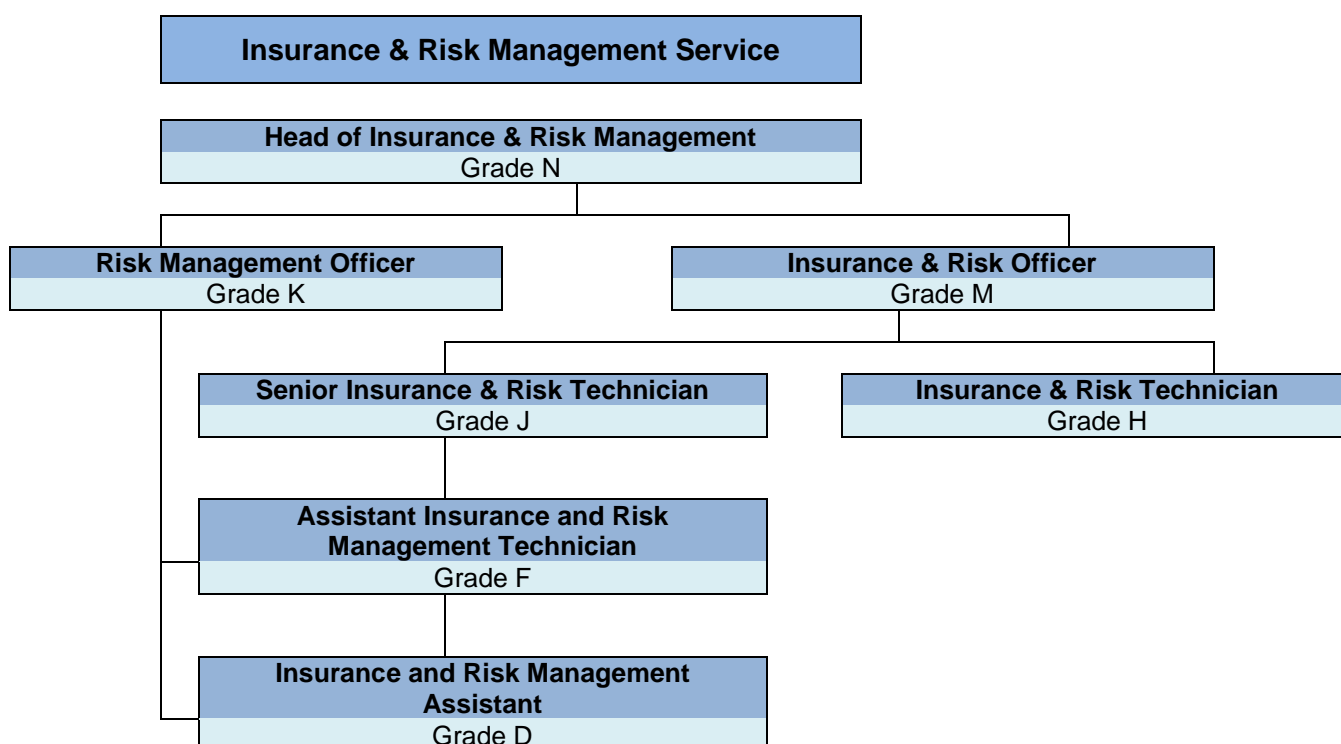
Working in a modern and agile way, the I&RM Team are forward-looking, supporting customers in their insurance and risk management requirements through maximising technology and delivering efficient services that add value.

The postholder will not undertake line management responsibilities, but may be expected to lead on pieces of work, and support and check the work of others including guidance and training as or when necessary.

The postholder will also be expected to undertake professional, mandatory and skills-based training to develop knowledge, skills, behaviour and expertise as determined by the Corporate Director, Strategic Resources.

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Structure



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Job Description

Job purpose	The core focus of this job is to provide advice and information about insurance, risk management and insurance claims. The post holder will do this by undertaking a range of duties within the Insurance and Risk Management Service.
Operational management	<p>The postholder will:</p> <ul style="list-style-type: none"> • handle all types of communications and enquiries, including more complex correspondence from brokers, insurers, claims handlers and solicitors etc. • obtain information on insurance and claims issues from Directorates by all types of communication as appropriate. • carry out regular audit checks in connection with insurance claims and payments. To rectify any errors and recommend measures and procedures for the future. • facilitate and assist in the updating of risk registers with Assistant Directors on the risk recording / ranking information system (RPS). • support the Corporate Risk Management Group and Directorate Risk Management Groups with all related risk management tasks and aspects. • undertake research into best risk management and governance practice. • assist in the organisation and administration of the Corporate Governance arrangements in line with the Council's Local Code of Corporate Governance.
Communications	<ul style="list-style-type: none"> • provide advice and information about insurance, risk management and claims to the County Council, external customers, wholly owned companies as per service agreements and the general public as appropriate.
Partnership / corporate working	<ul style="list-style-type: none"> • work with services, external companies and wholly owned companies in providing advice, guidance and information on insurance cover, insurance claims together with involvement in risk registers' meetings, workshops and updates of the risk prioritisation system.
Systems and information	<ul style="list-style-type: none"> • manage and assist as appropriate with the developments and implementation of enhancements to Insurance and Risk Management systems and procedures. • produce such insurance and risk management information as required for the successful delivery of the area of specialism.

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Person Specification	
Essential upon appointment	Desirable on appointment
Knowledge <ul style="list-style-type: none"> • Sound working knowledge of insurance, insurance claims and risk management. • Commerciality - although not experienced in commercial activities, you have an intrinsic understanding of the importance of these skills. • Understanding of Local Authority Policy and Procedures. 	<ul style="list-style-type: none"> • Awareness of Local Authority Policy and Procedures.
Experience <ul style="list-style-type: none"> • Technical – you can demonstrate experience of working at an intermediate level in insurance and risk management. • General – you can demonstrate experience of working at a basic level in a professional role. • Resource Management – you are personally well organised. • Technical ICT – you have good general ICT skills and preferably have experience of operating core Microsoft products and insurance and risk management systems. • Innovation – you are keen to learn about how to establish yourself and then continuously improve in your work. • Local Government – can demonstrate experience of working in Local Government 	<ul style="list-style-type: none"> • Can demonstrate experience of Local Government
Occupational Skills <ul style="list-style-type: none"> • Active Listening – you are able to listen and understand a person speaking using questioning and appropriate reactions. • Work Throughput – you are a hard worker who wants to achieve. • Work Quality – you take pride in what you do and want to produce quality outputs. • Values – you are someone who is focussed on customer service and treating colleagues with courtesy and respect. • Interpersonal – you have experience of being an effective member of a team, including cross-directorate, and actively ensure that you are aware of the impact of your actions on others. • Communications – you can articulate in various forms and in a way that is relevant to the particular customer. • Persuading, influencing and negotiating skills – ability to use a range of techniques to successfully persuade, influence and/or negotiate with others in a range of situations 	<ul style="list-style-type: none"> • Leadership and Management – you take ownership of your own performance and that of the team. You demonstrate the potential to be a leader of the future.

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<ul style="list-style-type: none"> Contract management skills – you have assisted in monitoring and managing contracts to ensure services delivered comply with those contracts. Creativity – you are able to resolve problems and find solutions. You have an ability to identify areas of concern, talk these through with customers and escalate as appropriate. 	
Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role <ul style="list-style-type: none"> Good level of numeracy and literacy skills. Certificate in Insurance of the Chartered Insurance Institute or equivalent with evidence of continuing professional development 	<p>The post holder will be encouraged to study to obtain the Chartered Insurance Institute Diploma and/or Institute of Risk Management Certificate.</p>
Other Requirements <ul style="list-style-type: none"> Ability to travel across the County. Demonstrable commitment to customer care. 	
Behaviours	Link

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.