

## Job profile

### Service and job specific context statement

<b>Directorate:</b>	Central Services
<b>Service:</b>	Insurance and Risk Management
<b>Post title:</b>	Insurance and Risk Technician
<b>Grade:</b>	H
<b>Responsible to:</b>	Insurance and Risk Officer
<b>Staff managed:</b>	None
<b>Date of issue:</b>	August 2021
<b>Job family:</b>	<b>P&amp;T - Professional &amp; Technical</b>

### 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 Insurance and Risk Technician, the post holder 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.

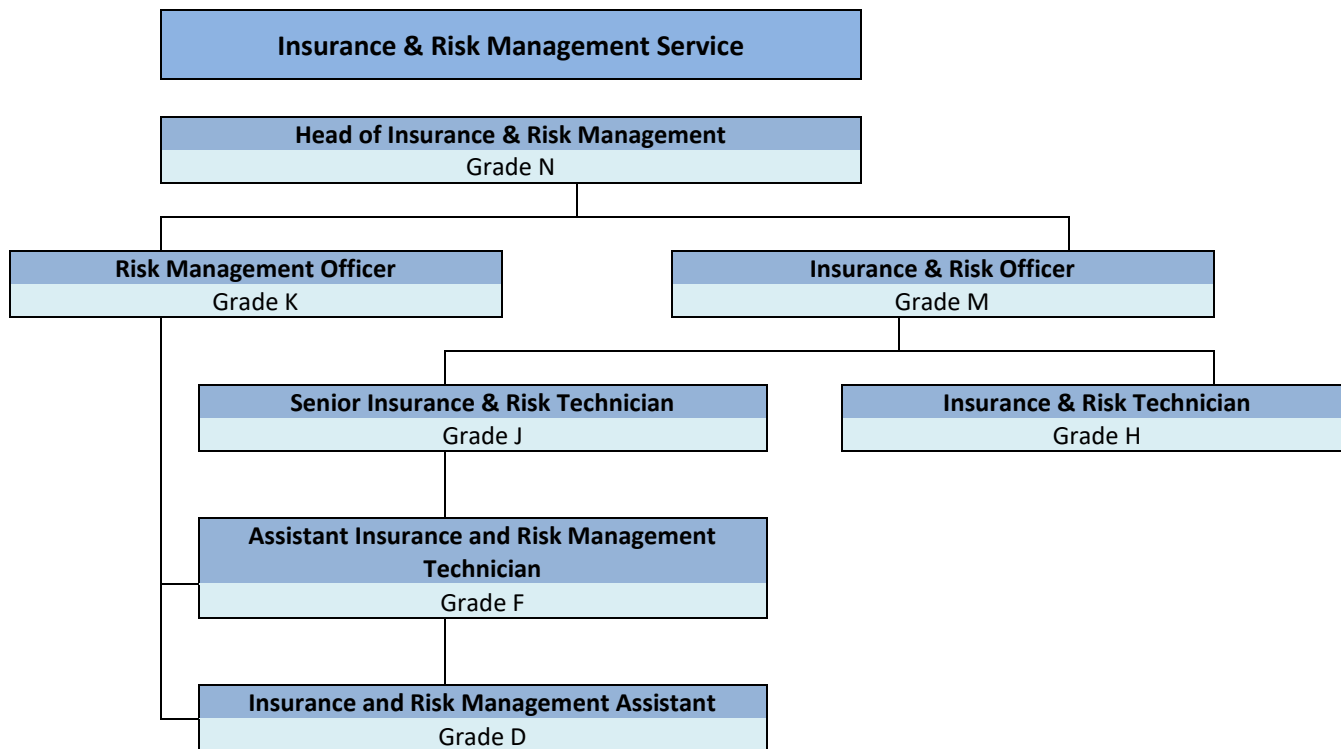
Working in a modern and agile way, the I&RM Team are forward-looking, supporting customers in their insurance and risk management requirements through maximising technology and delivering efficient services that add value.

The post holder will not undertake line management responsibilities.

The post holder 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.

## Job profile

### Structure



## Job profile

### Job Description

<b>Job purpose</b>	<b>The core focus of this job is to provide advice and information about insurance, claims and risk management, handle all types of complex insurance claims and provide statistical information for all requirements. The post holder will do this by undertaking a range of duties within the Insurance and Risk Management Service.</b>
<b>Operational management</b>	<p>The postholder will:</p> <ul style="list-style-type: none"> <li>• Arrange the County Council's day-to-day insurance requirements by assessing the exposure of the County Council, external bodies and wholly owned companies to risk, look at the risks which are unpredictable and use insurance, self-insurance and/or risk management to manage that exposure</li> <li>• Handle more complex correspondence etc. with brokers, insurers, claims handlers etc. with particular emphasis on more complicated and sensitive cases.</li> <li>• Carry out regular audit checks in connection with insurance claims and payments. To rectify any errors and recommend measures and procedures for the future.</li> <li>• Administer the County Council's internal insurance funds. Develop and issue reports, provide statements and deal with queries on the position of the fund for the appropriate managers.</li> <li>• Contribute to how the insurance market operates, procurement procedure rules, Freedom of Information requests, complaints handling, Motor Insurance Database, HSE investigations, coroners' inquests, the establishment of standards such as MoJ Civil Procedure Rules and ensure that they are implemented.</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• Provide advice and information about more complex insurance, claims and risk management related issues to the County Council, external customers, wholly owned companies as per service agreements and the general public as appropriate.</li> </ul>
<b>Partnership / corporate working</b>	<ul style="list-style-type: none"> <li>• Work with services, external companies and wholly owned companies in providing advice, guidance and information on insurance cover and insurance claims.</li> <li>• Support and liaise with management as required to ensure that insurance and risk management support is carried out consistently and effectively.</li> </ul>
<b>Resource management</b>	<ul style="list-style-type: none"> <li>• Prepare, compile and supply information for the external funding review. To review the report for accuracy and trends and when finalised issue the report to the appropriate managers.</li> <li>• Be responsible for staff training and development of the Insurance support team and evaluate outcomes.</li> <li>• Be responsible for the day to day allocation and monitoring of the workload in the Insurance Service.</li> <li>• Undertake training on the Insurance and Risk Management software system within and outside the Service as and when required.</li> <li>• Assist with the monitoring of the work of contractors e.g. Claims Handlers and solicitors etc. for adherence to contract standards and take action as necessary.</li> </ul>
<b>Systems and information</b>	<ul style="list-style-type: none"> <li>• Manage and assist as appropriate with the developments and implementation of enhancements to Insurance and Risk Management Systems. To undertake training within and outside the Service as and when required.</li> </ul>

## Job profile

	<ul style="list-style-type: none"> <li>Review and analyse claims information and trends. Design, prepare and present reports to Directorates, Risk Management Groups, external companies and wholly owned companies to assist them in managing their claims exposure.</li> <li>Ensure the keeping of historical records of the County Council's, external companies and wholly owned companies exposure and the action taken in the past including all insurance arrangements, brokers etc.</li> <li>Administer customer surveys and internal and external benchmarking and analyse results when required.</li> </ul>
<b>Strategic management</b>	<ul style="list-style-type: none"> <li>Initiate and undertake projects of a more complex nature using own initiative. To co-ordinate and supervise simple projects for other members of the team.</li> </ul>

## Person Specification

Essential upon appointment	Desirable on appointment
<b>Knowledge</b> <ul style="list-style-type: none"> <li>Sound theoretical and practical knowledge of insurance, risk management and other resource management.</li> <li>All work in the Insurance and Risk Management team requires sound knowledge of insurance and risk management practices and relevant legislation.</li> <li>Commerciality – intrinsic understanding of the importance of these skills in the modern public sector environment.</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of Local Authority Policy and Procedures.</li> </ul>
<b>Experience</b> <ul style="list-style-type: none"> <li>Technical and General- you can demonstrate experience of working at an advanced level in insurance and risk management or similar professional environment.</li> <li>Resource Management - you can demonstrate effective experience of the management of resources in a team. You can demonstrate how you have remained focussed on the right things.</li> <li>Technical ICT – you have significant experience of operating insurance and risk systems and can recognise the potential for process improvements in your area of specialism.</li> <li>Innovation – you have experience of taking part in a change project and being an active member with an open mind.</li> </ul>	<ul style="list-style-type: none"> <li>Can demonstrate experience of Local Government.</li> </ul>
<b>Occupational Skills</b> <ul style="list-style-type: none"> <li>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 be they within or external to the project or service.</li> <li>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.</li> <li>Communications - you can articulate areas of specialism in various forms and in a way that is relevant to the particular customer</li> <li>Active listening – you can listen and understand a person speaking using questioning and appropriate reactions.</li> </ul>	

## Job profile

<ul style="list-style-type: none"> <li>• Persuading, influencing and negotiating skills - – you can use a range of techniques to successfully persuade, influence and/or negotiate with others in a range of situations.</li> <li>• Contract management skills – you can effectively assist in the monitoring and management of contracts to ensure the service delivered complies with those contracts.</li> <li>• Work Throughput - you are highly organised in a way that engenders confidence in customers. You manage workload in an organised way and always ensure that the customer is clear about outcomes</li> <li>• Work Quality - You demonstrate quality in all that you do and positively contribute towards ideas for improvement</li> <li>• Values - you can demonstrate following the values of the organisation such as the Council Plan</li> <li>• Creativity – you are able to resolve problems / find solutions.</li> <li>• You have an ability to identify areas of concern, talk these through with customers and escalate as appropriate.</li> </ul>	
<p><b>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</b></p> <ul style="list-style-type: none"> <li>• Certificate in Insurance and/or Risk Management of the Chartered Insurance Institute or Institute of Risk Management or equivalent body with evidence of substantial continuing professional development beyond attaining membership.</li> <li>• Good literacy and numeracy skills equivalent to NVQ Level 4 or equivalent work based experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Chartered Insurance Institute Diploma with evidence of continuing professional development.</li> <li>• The postholder will be expected to study to obtain the Chartered Insurance Institute Diploma if this has not already been achieved.</li> </ul>
<p><b>Other Requirements</b></p> <ul style="list-style-type: none"> <li>• Ability to travel across the County.</li> <li>• Demonstrable commitment to customer care.</li> </ul>	
<p><b>Behaviours</b></p>	<p><a href="#">Link</a></p>

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.