

Northumberland County Council
JOB DESCRIPTION

Post Title:	Insurance Compliance Manager	Director/Service/Sector: Finance Directorate/Financial Services/Transactions		Office Use
Band:	9	Workplace: County Hall/Other Premises		JE ref: 3676
Responsible to: Transactions Manager		Date: February 2020	Manager Level :	HRMS ref:
Job Purpose and Key Functional Responsibilities : To be primarily responsible for the delivery of an effective, efficient and high quality insurance service to the council and others that is aligned with their individual business needs ensuring that the assets of the council and others are suitably protected by means of appropriate insurance programmes and cover..				
Resources	Staff	6 staff		
	Finance	Responsible for the budget of the Insurance Team and major responsibility for investigating all insurance claims across the Council, ensuring the risks are properly identified and minimised. This will help to substantially reduce the Council's Insurance Premium. Allocating insurance costs to user departments to ensure charges are equitable. Significant responsible in ensuring that the Insurance reserves are sufficient to meet future financial demands that the council may face.		
	Physical	Extensive involvement with maintaining a comprehensive history of insurance claims and interrogating Insurance data systems and ensuring they are properly adhered to as per Council data protection policies and procedures.		
	Clients	Extensive involvement with all Council Departments, Councillors etc. Insurers, brokers, solicitors, members of the public together with wholly owned subsidiaries of the council		
Duties and key result areas:				
1. Lead on the effective delivery of excellent insurance services to council departments and others, including improving outcomes of those in need of essential quality of life services across localities and departments. 2. Management, co-ordinate and the development of a team who require visible leadership including consideration of succession planning and team resilience to ensure business continuity. 3. Listen and respond to identified areas of risk through analysing claims data and identifying trends, to ensure that requirements are progressed but remedial action is agreed to ensure minimum future claims are forthcoming, and future liabilities are reduced. 4. Liaise with the Risk Management Team and Operational Management to ensure the Council's exposure to claims are kept to a minimum and can be challenged were necessary, whilst valid claims are processed fairly and expeditiously. 5. Set standards, policies and procedures which ensure the council remains compliant with its Insurance requirements. 6. Manage and monitor the performance of Insurance providers and ensure value for money for the council. 7. Ensure appropriate work records are maintained to the required standards, observing GDPR, privacy and confidentiality rules and procedures, particular in respect of employer's liability and abuse claims. 8. Promotion of the importance of insurance as a key enabler for the achievement of strategic objectives and the vision and values of the council with the benefit of an insurance programme which manages the council's risk and provides best value in relation to continuous review of the services ensuring that it is operating efficient processes. 9. Manage own workload and that of team, to ensure claims are processed promptly, and relevant information is supplied to other services in a timely manner. 10. Responsible for the preparation and content of reports, strategic guidance, briefings, presentations and FOIs for the council and its key staff and stakeholders. 11. Calculate levels of insurance charges and process recharges to departments and external customers, ensuring reserves are retained at an appropriate level (currently £4m). 12. Manage both annual insurance renewals within set deadlines and when appropriate undertake appropriate insurance tendering exercises. 13. Take decisions on whether to settle or deny claims, taking advice from insurers and solicitors as necessary for larger claims and when necessary represent the council at court. 14. Other duties appropriate to the nature, level and grade of the post.				
Work Arrangements				
Transport requirements:		Travel to other council premises to provide support and guidance.		
Working patterns:		Normal office hours but flexi-hours apply.		
Working conditions:		Office based and mainly in a seated position		

Northumberland County Council
PERSON SPECIFICATION

Post Title: Insurance Compliance Manager	Director/Service/Sector: Finance Directorate/Financial Services/Transactions	Ref: 3676
Essential	Desirable	Assess by
Qualifications and Knowledge		
A professional qualification and membership of the Chartered Insurance Institute is required. Relevant experience/demonstrated competence may be taken into consideration in place of formal qualification requirements Theoretical, practical and procedural knowledge of Risk Management issues within the Authority. Knowledge of professional theory, practice and procedures in claims handling and insurance claims. Understands the diverse functions of the Council. Understands the relationship between costs, quality, customer care and performance and actively monitors progress against Council Standards. Evidence of ongoing Personal Development.	Evidence of recent Management Development. Qualified to degree or post graduate level	
Experience		
Proven experience of being responsible for the performance, efficiency and development of an Insurance team within a service or organisation of comparable size and complexity. Experience in working as a key advisor to senior managers helping them to develop and implement plans to deliver strategic objectives and sustainable needs. Experience in leading the development of the management of claims to ensure continued provision of effective management information, to inform planned decision making. Experience in analysing and advising on the levels and risk to be met by self-insurance, including liaising with actuaries, to identify opportunities for the council, and the development on monitoring of risk reduction initiatives. . Experience in leading negotiation with Insurers on complex claims and advising on complex contested issues ensuring professional expertise of relevant legislation and regulation is provided.	Experience in project management and managing Change.	
Skills and competencies		
Manage complex client relationships ensuring effective communication. Builds and maintains constructive working relationships with other teams and groups. Ability to provide strong leadership to create a high performance culture and clear sense of purpose. Numerate and able to analyse complex information and statistics. Capable of creating a sense of urgency about a situation when deadlines are slipping.	Good presentational skills.	
Physical, mental and emotional demands		
Ability to deal with conflicting demands within tight time-frames. The role of the job will require a certain level of confidentiality placed upon It based on specific types of claims made against the Council and or Its employees. That the successful candidate will be required to manage some claims that will place occasional emotional demands on the post holder due to their sensitive nature.		
Motivation		
Dependable, reliable, a good timekeeper and effective guide/mentor to subordinate staff. Motivates and drives teams to achieve departmental objectives. Highly self-aware and sociable, buoyant and positive when communicating with others. Proactive and achievement orientated and values the contribution of others. Able to work with minimum supervision.		
Other		

A full driving licence		
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits