

Job Description

Position Details

Position:	Risk Management and Insurance Assistant		
Directorate:	Corporate Services		
Service:	Risk and Insurance		
Position no:	BG00199		
Grade:	4		
Hours of work:	37		
Work style:	Home Worker		
DBS required:	None		
Contact:	Penny Jones - Professional Lead - Risk and Insurance		
Politically Restricted:	No		
JE ID:	1349	Date Evaluated:	
Responsible to:	Professional Lead - Risk and Insurance BG00200		
Responsible for:	N/A		

Job Purpose

Working as part of a team and using a range of communication methods, the postholder will be processing and investigating insurance claims made against the Council, providing assistance in ensuring that the Council has adequate insurance cover in place and support the delivery of the Council's risk management arrangements.

Principal Accountabilities

1. Process insurance claims in accordance with relevant timescales.
2. Co-ordinating claims investigations by liaising with officers of the Council at all levels to obtain information, summarising findings and making recommendations on liability and settlement and relaying these to claimants. There may be occasional site visits within the Borough to obtain further information or attend to take witness statements with appointed solicitors.
3. Analysing and interpreting claims data to identify trends and recommend any course of action to departments. Arranging any appropriate training via the Council's insurers.
4. Assist with the administration, co-ordination and development of the Council's risk management programme. To include maintenance of risk registers and arranging risk management training.
5. Manage collation of information for the completion of detailed proposal forms for the purchase of external insurance cover. This involves the collation and interpretation of raw data across all Council departments, raising queries and liaising with brokers. Participation in the tender process for insurance cover when necessary.
6. Maintain and develop records relating to the Council's risk exposure (i.e. insured property schedules, motor fleet schedules) and assisting in arranging and attending loss control surveys where appropriate.

7. Responsibility for the financial management of the Insurance Fund and providing an estimation of future claims liabilities by the production and interpretation of reports from the Council's claims handling system (LACHS).
8. Ongoing development and implementation of client charging for liabilities to reflect risks and claims for each service.
9. Arranging the prompt payment of insurance premiums, claims settlements and other associated costs in line with the appropriate timescales.
10. To undertake any relevant duties that may from time to time be required by management.

Responsibilities for Resources

Laptop

Key Working Relationships

Other Council Departments
Insurance Companies
Blaenau Gwent Residents

Supervision / Management of People

N/A

Special Working Conditions

N/A

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. You may be required, where operationally necessary, to undertake duties in support of Torfaen County Borough Council as part of the agreed federation arrangements. Such duties will be consistent with the postholder's role, grade and competencies.
7. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Education / Qualifications / Knowledge		
5 GCSE's (or equivalent) at grade C or above including English and Mathematics	E	A
- Educated to A Level or HNC or equivalent / Certificate of Insurance or Risk Management.	E	A
Knowledge of and ability to apply the law and procedures relating to liability claims and associated legislation and case law.	E	A / I / T
Knowledge of the principles of risk management or a willingness to learn via attendance training sessions.	E	A / I
Knowledge or willingness to learn about the principles of insurance, different classes of insurance cover (e.g. public liability, employers' liability) and how they apply to the Council's business activities.	E	A / I
Experience		
Experience of producing clear and concise reports, presentations and briefings for a range of audiences and stakeholders	E	A / I
Experience of working in a local authority or other public sector environment	D	A / I
Experience within a financial environment	D	A / I
Skills & Abilities		
Ability to work on their own initiative and organise and prioritise workloads effectively with a flexible approach to competing demands / changing deadlines in a demand lead service. Many duties are interchangeable in order to achieve deadlines at peak times.	E	A / I
Excellent communication skills both written and verbal to convey and obtain information in a tactful and diplomatic way. There will be a need to deal with sensitive information professionally and maintain confidentiality.	E	A / I / T
Analytical skills. Ability to analyse and evaluate statistical data and information and to write clear and concise reports for a variety of audiences	E	A / I
Excellent IT skills – including Microsoft Office package. Knowledge of JCAD LACHs would be useful.	E	A / I
Personal Attributes		
A determination to improve service levels and quality standards and committed to delivering exceptional customer service	E	A / I / PP

A high standard of work ethic with a focus on creativity and problem solving	E	A / I / PP
Confidentiality in all work-related areas. There will be a need to deal with complex and sensitive information professionally and maintain confidentiality.	E	A / I / PP
Possession of a clean driving licence and access to a car. For site visits, assisting insurers with property or loss control surveys, taking witness statements.	D	A / I / PP
Special Working Conditions / Requirements		
N/A		

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	A / I / PP
Involves line manager / colleagues in setting and meeting targets	A / PP
Reorganises work when necessary	A / I / PP
Sees tasks through to completion whenever possible	PP
Seeks help if workload becomes unmanageable	I / PP
Uses initiative to report issues that arise that impact on others	PP

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	A / PP
Understands that changes are needed if things are to be improved	A / PP
Finds new and creative ways of doing things better	A / PP
Actively seeks to develop own skills and knowledge	A / I / PP
Learns from mistakes & welcomes constructive feedback	A / I / PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	I / PP
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	I / PP
Understands the links between own professionalism and the possible impact on the Authority's image	I / PP
Has a professional attitude that sets an example to colleagues	I / PP
Takes pride in own work and that of colleagues	A / PP
Is respectful, courteous and helpful at all times	I / PP

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	PP
Recognises potential value of others' opinions and actively seeks their contributions	PP
Asks for help when necessary	PP
Actively seeks to help others	PP
Is aware of the impact of own behaviour on others	PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	I / T / PP
Makes sure that people are regularly informed	PP
Uses appropriate language, gestures and tone when talking with others	I / PP
Checks others have understood & seeks advice when necessary	PP
Actively seeks to improve all forms of communication with others	PP
Communicates professionally by using formal channels appropriate to the situation	I / T / PP

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