



# Role Profile

## INSURANCE OFFICER

Reference No.	I502.01	Type	Individual
Service	Financial Services		
Job Family	Para Professional	Grade	FC7

### Purpose

To support the Risk Management Team to provide a comprehensive insurance service, including maintenance of an extensive insurance programme and the Council's Insurance Fund; the provision of a claim handling service to internal and external customers; the provisions of advice and guidance on all insurance matters; and working with all Services to manage and reduce the Council's exposure to risk.

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Assisting in the development of corporate insurance and risk management policies and procedures.

Supporting the Risk Management Team Leader to deliver risk management projects and initiatives.

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

**E**    **D**

Educated to SCQF level 7 which includes HNC in relevant subject or equivalent

✓

Insurance or Risk Management qualification

✓

Experience of working in an insurance or risk management environment

✓

Experience of working in a local authority or other public sector environment

✓

Knowledge of Council policies and procedures (Take Ownership – See How We Work Matters Framework)

✓

E = Essential Criteria    D = Desirable Criteria

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Supporting and assisting the Risk Management Team Leader to lead and manage the Team, deputising for the Team Leader in their absence.	Ability to provide a regular and effective service	✓	
Managing the allocated workload in accordance with conflicting priorities and frequently changing circumstances whilst ensuring compliance with relevant legislation and agreed timescales.	Experience of working as part of a Team	✓	
Seeking to continuously improve and develop operational procedures for Insurance and Risk Management.	Ability to work on own initiative	✓	
Acting in a supervisory capacity to junior members of staff, providing advice, guidance and on the job training/development as required.	Organisational skills	✓	
Developing and monitoring team performance management measures, including feedback from customers.	Time management skills	✓	
Providing a comprehensive insurance service, including maintenance of an extensive insurance programme.	Knowledge of relevant information management legislation	✓	
Responding to insurance enquiries from internal and external customers both verbally and in writing in accordance with agreed policies and procedures.	Knowledge of insurance and claim handling legislation, processes and application of insurance policy conditions		✓
Maintaining and producing insurance programme information for	Supervisory skills	✓	
	Experience of initiating and managing continuous improvement	✓	
	Experience of supporting staff development (Deliver results)	✓	
	Knowledge of the value of performance	✓	

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Services to ensure compliance with insurance policy conditions.	management/monitoring		
Preparing and delivering training on risk and insurance matters to colleagues and elected members.	Report writing skills and experience (Work together)		✓
Preparing reports on risk and insurance matters for colleagues and elected members.	Communication skills (Focus on Customers)	✓	
Assisting with arranging the Authority's insurance programme including participating in insurance procurement projects and producing tender documents	Presentation Skills	✓	
	Knowledge and awareness of the Council's insurance programme and claim handling arrangements		✓
	Facilitation Skills	✓	
Assisting in the negotiation of annual insurance premium renewals with the Authority's insurers, including collating all required statistical/financial information and data required for the Authority's insurance policy renewal and tendering processes.	Knowledge of appropriate Procurement legislation		✓
	Project Management skills	✓	
Managing the development and maintenance of the Authority's insurance claim management and register systems and its respective reporting tools	Experience of interpreting data and analysing information	✓	
	IT Skills including Microsoft Excel, Office, Outlook, SharePoint (Embrace technology and information)	✓	
Maintaining and developing Team intranet subject pages and SharePoint site and document centres.	Working knowledge of Fife Council systems		✓
Assisting with the development and maintenance of the Fife Council Performance Management System.			
Managing the operation of the Authority's Insurance Fund including payment of premiums, claims, ledger reconciliations, recharges to Services and preparation of year end accounts	Experience of working in a financial environment	✓	
	Knowledge of management and operation of Insurance		✓

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	Fund		
Maintaining an awareness of best practice in insurance and risk management matters, and changes in legislation to assist in introducing revised procedures as appropriate.	Knowledge of relevant policies, legislation, processes, procedures, frameworks, standards and systems		✓
Ensuring services are kept up to date with new requirements and best practice relating to insurance, claim handling and risk management.			
Maintaining strong and productive working relationships with the Authority's insurers, loss adjusters, claim handlers and insurance brokers and other advisors including ensuring their compliance with agreed service standards.	Experience of participation in effective partnership working	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>

<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

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**Additional Information** – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results