



Role Profile

INSURANCE ASSISTANT

Reference No:	A5135		
Service:	Finance – Audit and Risk Management		
Job Family:	Audit/Risk Management	Grade:	FC5

Purpose

To assist and support the Risk Management Team Leader and the Insurance Officer 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; 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:

To administer insurance claims on a timely and accurate basis
To administer in house insurance policies
To process claim and insurance premium payments using the Council's Ordering and Paying system
To reconcile the Insurance Fund financial ledger to claims database on a regular basis and assist with the preparation of year end accounts
To allocate insurance premiums across all Council services
To prepare insurance budgets for each service

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

	E	D
2 Highers or equivalent or three years' experience in an insurance or risk management environment	✓	
Higher National Certificate in a relevant subject		✓
Experience of working as part of a team	✓	
Experience of working in an insurance environment.		✓
Working knowledge of Fife Council IT systems		✓
Experience of administrative work	✓	
Experience of financial work	✓	
Ability to provide a regular and effective service	✓	

E = Essential Criteria D = Desirable Criteria

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To obtain and collate annual insurance returns from Council Services	Ability to work on own initiative		✓
To provide advice and information on insurance policy cover to both internal and external customers (inbound telephone calls and emails) in a timely manner	Organisational skills	✓	
To prepare statistical reports on insurance claims data for Service	Time management skills	✓	
To prepare statistical reports on insurance claims data for Service	Good oral and written communication skills	✓	
General administrative tasks, including updating the claims and insurance policy database, property and contents registers and the team's email inbox	Experience of interpreting data and analysing information		✓
Maintain accurate records with a high level of attention to detail and ensuring compliance with information management legislation	IT skills including Microsoft Excel, Word, Office, Outlook and SharePoint	✓	
To assist with the ongoing development and implementation of the Council's Risk Management Strategy, including roll out of the corporate risk register system to all services	Experience of using of financial information systems, e.g. Oracle		✓
To assist with and administer ad hoc risk management initiatives and projects	Experience of working in an office environment	✓	
To prepare responses to Information Requests	Ability to work to deadlines and prioritise own workload	✓	
	Ability to deal with enquiries efficiently and appropriately, including escalating to senior member of staff where appropriate.	✓	
	Knowledge of relevant information management legislation	✓	
	Ability to relate to and communicate with people internally and externally at a variety of levels including Elected Members, Professionals and members of the public	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none"> Skills Framework (if applicable) How we work matters 	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>

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