# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Insurance Officer

# Department: Business Services

# Grade: [Single Status 9](https://www.eastsussex.gov.uk/jobs/working-here/pay/east-sussex-single-status)

# Responsible to: Insurance Manager

# Location: Lewes and Brighton

# Purpose of the Role:

As part of the Orbis Insurance (Fund and Policy) team, within the Finance ‘Centres of Expertise’, to provide a professional and comprehensive insurance service across the Orbis partnership of East Sussex County Council, Surrey County Council and Brighton & Hove City Council, including support, advice, and guidance to all Departments and schools on all aspects of Local Government relevant insurances and operational risk management.

This will include the provision of professional advice, insurance policy management, claims handling including regular interaction with claimants, and some supervision of the workload of the Insurance Support Officer. Also, raising payments and Purchase Orders on the council’s Financial system and providing claims data reports for policy renewals, general information requests and FOIs.

# Key tasks:

1. Provide a comprehensive claims handling services for all ‘non liability’ claims including property, motor, computer, Business Travel etc. on behalf of all Council Departments and schools.
2. Act as the key customer contact for the Insurance service and develop excellent working relationships with internal and external customers, (including external claimants / members of the public) stakeholders and partners.
3. Work closely with external service providers, such as Insurance companies, brokers, surveyors, loss adjusters and solicitors to ensure the council maintains appropriate, cost effective insurances, and obtains best value when making claims.
4. Assist with the management of the council’s portfolio of risk financing solutions, including both external insurance policies and internal funding arrangements, to ensure that the council’s assets and liabilities are appropriately protected.
5. Effectively utilise the council’s claims handling system to efficiently handle all claims and to provide appropriate management information to identify claims trends and to support annual renewals and tender exercises.
6. Accurately and efficiently respond to all requests for specific insurance related data, including policy and claims information, in relation to specific requests, FOI requests etc. To be able to understand and explain the data in a way that can be understood by non-insurance stake holders.
7. Provide expert advice and guidance on Insurance and risk related matters, assisting officers and other stakeholders to make informed decisions.
8. Represent the Insurance service at internal and external meetings, working groups and project teams as required and brief senior staff on decisions made and issues requiring resolution.
9. Utilise the council’s Financial and payments systems to ensure premiums and claim payments are accurate and paid in accordance with current insurance policy terms and conditions.
10. In conjunction with other members of the team to undertake school survey visits, where appropriate.
11. Participate in team and Departmental meetings, training events and insurance industry led customer events

# PERSON SPECIFICATION

# Essential education and qualifications

* Educated to [QCF Level 3](https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels) or equivalent level experience.

# Essential key skills, abilities, knowledge, experience, values and behaviours

* Customer service experience and the ability to be professional, credible and a trusted technical specialist.
* Communication skills with the ability to produce clear and concise numerical and written information.
* Ability to simplify and explain complex data.
* Interpersonal and influencing skills with the ability to challenge decisions and assumptions and able to illustrate the impact of insurance and risk related issues.
* Experience of using Microsoft Office such as Word, Excel, Outlook etc, or equivalent.
* Ability to quickly learn the council’s own claims handling system, LACHS.
* Ability to organise and prioritise work effectively for oneself and others, to plan action in order to meet deadlines and to maintain high standards at all times.
* Awareness of the services supported and its context within the wider local authority agenda.
* Ability to use own initiative in understanding and completing tasks.
* Knowledge and understanding of the processes and procedures associated with insurance, including claims handling and insurance policy management.
* Understanding of and ability to communicate insurance related issues.
* Experience of working in an Insurance related environment including claims handling and policy management
* Experience of delivering a customer-oriented service
* Experience of interrogating computer systems to identify data and ability to understand that data.
* Self-motivated with the ability to manage constant and conflicting demands, often to meet tight deadlines.
* A commitment to working as a positive and constructive team member, demonstrating a collaborative, trusted, empathetic and responsive working style.
* Able to work calmly and effectively under pressure.
* The ability to adapt to change with flexibility

# Desirable key skills, abilities, knowledge, experience, values and behaviours

* Negotiation skills
* Knowledge of the risk financing and insurance solutions available within the Public sector.
* Experience of delivering an insurance function in the Public sector.

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | Yes |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |