

Post Specification

Post Specification - Key Information

- **Post Title: Insurance Manager**
- **Date: May 2025**
- **Post Group Number: 8568**
- **Job Family: Reg and Tech**
- **Job Family Role Profile: RT16**
- **Final Grade: 16**

To be read in conjunction with the job family role profile.

Service Area Description

The Insurance Team is a small function managed within the Finance Service of the Resources Directorate.

The Insurance Team is responsible for advising and supporting the Section 151 Officer in their role to ensure the safeguarding of assets by maintaining and administering appropriate insurance or through actively deciding to self insure certain risks. The team also leads on and support the process of managing insurance claims made against the Council.

Purpose of this Post

To support delivery against the Council Plan by acting as the Council's technical expert for advice regarding the procurement, management and accounting of insurance matters within the Council.

Specifically, to manage a team of staff to lead on and deliver effective procurement, administration, control, accounting and performance management of the Council's insurance.

Key Job Specific Accountabilities

1. To lead for the Council in identifying solutions for insurable risks, recommending to the S151 Officer which risks should be insured or self-insured through an appropriately funded ringfenced insurance reserve. To represent Finance at meetings with Members, Chief Officers, senior officers of external organisations, and Government Departments and Agencies providing advice on the insurance risks and implications of policy and service delivery issues.
2. To engage with Corporate Directors and other relevant managers on key projects to advise on insurance implications at the early stages of project development and to ensure that the Council's risks are appropriately insured (or an active decision is made to self-insure risks). To manage the procurement process and annual policy renewals to ensure that insured risks are adequately covered with an appropriate level of cover and to manage the Council's insurance contracts in accordance with regulatory requirements and the Council's policies and procedures and to deliver value for money to the Council.
3. To lead and manage a team to ensure that insurance records are maintained to a high standard and that financial statements, government returns, renewal documents, freedom of information requests etc. are completed accurately and within the required deadlines.
4. To develop and maintain effective working relationships with managers across the Council and external service providers (e.g. the Council's main insurance provider and insurance broker) to ensure an effective business partnering role between finance and services. This

requires the active monitoring of service levels of the external service providers (against specified performance and cost targets) and the prepare and monitoring of the Insurance Revenue budgets for services within the Team's remit including the provision of information for the compilation of corporate reports together with appropriate explanatory information. Advise the Group Finance Manager of any concerns, deviations from required performance standards or innovations that may improve service or performance.

5. To keep abreast of developments in insurance policy and practice and other relevant technical legislation, in order to act as the Council's technical expert in the field of insurance, organising and providing such advice and training as is required to other Officers and Members to ensure full understanding and compliance within this area. Proactively working with services to identify and resolve insurance issues through utilising best practice and innovative solutions. Review the Council's systems and procedures with regard to insurance to provide innovative suggestions for changes that will help improve service or reduce claims experience.
6. To develop professional networks with other insurance managers across Local Government and the private sector to foster sharing of best practice and access to examples of innovation and service improvements. Represent the Council on regional and national networking groups and actively engage in shared learning opportunities.

Please note: Annual targets will be discussed during the appraisal process. Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:**
- Monitoring revenue budget £2m (net budget)
- Insurance Reserves £8m
- **Staff Management Responsibilities:**
- Direct line management responsibility for 3 staff
- **Other:**
- Responsible for procuring and managing contracts with a total value of c £10m
- Handles large volumes of sensitive information (insurance claims).

Essential Criteria

- **Qualifications:**
- Chartered Institute of Insurance qualified or other equivalent risk management qualification or qualified by experience.
- Evidence of continuing personal and professional development.
- **Knowledge:**
- Extensive practical knowledge and application of insurance claims monitoring systems.
- Good technical background in insurance covering all aspects of claims monitoring, reporting, contract negotiation.
- **Experience:**
- Significant experience of providing insurance advice & services.
- Experience communicating effectively with Senior Managers to explain complex insurance issues and obtain support and approval for recommended actions
- Experience of working within a political environment and specifically working with elected members
- Evidence of establishing performance measures and performance management culture.
- Experience of procuring and managing large scale contracts
- Experience leading and managing a specialist team
- Experience of introducing best practice and innovation with services.

- Experience of working in local government arena.
- Experience of responding to auditor queries.
- Experience of dealing with queries through Freedom of Information requests.
- Experience of dealing with provision of evidence to support legal defence & / or challenge.
- **Expertise:**
- Competent use of Microsoft Office packages, Word, Excel, PowerPoint or similar packages.
- Capacity to work effectively under pressure, prioritise and meet deadlines.
- High quality communication skills; written, report writing and presentational.

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:**
- Responsible for procuring and managing contracts with a total value of c £10m.
- Handles large volumes of sensitive information (insurance claims).
- **Physical Demands:**
- The role may involve travel throughout the country on occasion.
- **Working Conditions:**
- The Insurance Manager will be required to interact on a regular basis with
- Senior Managers and occasionally Members, for example Local Committees, Schools Forum. This requires a substantial degree of tact, political nous and understanding.
- The Insurance Manager is expected to act professionally, independently and objectively to ensure that information provided for decision making purposes is accurate, considered and unbiased. Being the lead manager for the Council in this technical field, it is recognised that can be a stressful experience for the Insurance Manager
- **Other Factors:**
- Responsible for procuring and managing contracts with a total value of c £10m
- Handles large volumes of sensitive information (insurance claims).

Other Factors:

- *None*