



ADUR & WORTHING  
COUNCILS

**Job Description**

<b>Authority:</b>	ADC / WBC
<b>Directorate:</b>	Digital & Resources
<b>Section:</b>	Financial Services
<b>Post Title:</b>	Insurance & Administration Assistant
<b>Post Number:</b>	10223
<b>Accountable to:</b>	Insurance Manager
<b>Management responsibility for:</b>	None
<b>Authority to liaise with:</b>	Insurance Companies, Claims Assessors, Chartered Loss Adjusters, Insurance Brokers, Solicitors, County Court Officials, Police, Members of the Public, Council Officers & Members, Other Councils who are contracted to us for insurance services and other external agencies.
<b>Meetings attended on a regular basis:</b>	None
<b>Work style</b>	Flexible

**Principal purpose of job (role summary)**

Provide administration and support for the Financial Services Division and provide support to the Insurance Department as directed for Adur & Worthing Councils, and to other Authorities we are contracted to, including, but not limited to, Horsham DC and Mid Sussex DC.

To assist in the handling of, and putting together reports on, motor claims. Assisting with other straightforward claims, where required. Assisting with other general insurance work.

**Main duties, tasks and responsibilities of post holder**

1. Support and assist the Insurance Manager & Senior Administration Officer and deal with urgent matters in their absence, referring to the Group Accountant (Strategic Finance) or Chief Financial Officer where appropriate.

2. Monitor, manage and distribute Engineering Inspection forms & to liaise with the insurers in relation to any amendments and additions.
3. Process and monitor motor claims, including the payment of self-insured small claims costs, ensuring that up to date records are maintained on the insurance claims logs.
4. Assist in the maintenance of records for liability claims, and the administering of lower value liability claims, or others when required.
5. Manage the recovery of uninsured property and motor losses, where required.
6. Assist in the management of property claim losses if required.
7. Assist in the invoicing of commercial tenants, for the purposes of insurance recharges.
8. Be responsible for the sorting and distribution of post.
9. Administer the monthly claim reimbursement statements from the Council's insurance company, and to pay or forward to other authorities for payment as necessary.
10. Assist with the insurance renewal process, where required.
11. Reconcile Adur and Worthing rail warrant accounts, on behalf of the Housing department, and deal with expense claims, where required.
12. Ensure that all filing is kept up to date within the department.
13. Assist in any other administration duties upon request.
14. Undertake all duties in accordance with Council policies, in particular those relating to Customer Care and Equal Opportunities.
15. Undertake such other duties as may reasonably be allocated to the postholder, which may involve providing assistance in any section of the department as may be required from time to time.
16. Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies.
17. Promote the service and Council positively at all times.

The post holder will be required to undertake such other duties as may be required within the grade and competence of the postholder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes.

Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

### **Person Specification**

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<b>Section:</b>	Finance
<b>Post Title:</b>	Insurance & Administration Assistant
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<b>Management responsibility for:</b>	None
<b>Authority to liaise with:</b>	Insurance Companies, Claims Assessors, Chartered Loss Adjusters, Insurance Brokers, Solicitors, County Court Officials, Police, Members of the Public, Council Officers & Members, Other Councils who are contracted to us for insurance services and other external agencies.

<b>Area</b>	<b>Requirements</b>	
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
GCSE's	GCSE English & Mathematics, or equivalent	

<b>Professional Registration</b> <i>(where applicable)</i>		CII Insurance Qualification (Cert CII etc.)
<b>Knowledge &amp; Experience</b>		
(e.g. Technical, Administrative, Managerial – use one or more categories as/where appropriate)	<p>Numerate &amp; Logical with the ability to solve problems.</p> <p>Ability to work under own initiative</p> <p>Experience in dealing with a wide range of contacts both industry professionals and members of the public</p> <p>Ability to make decisions regarding legal liability</p> <p>Good written English skills</p> <p>Computer literate</p> <p>Good communication &amp; customer service skills</p>	Some general insurance / insurance claims knowledge
<b>Skills</b>		

Communication/ relationship	<b>Internal &amp; External:</b>  Ability to: Communicate effectively both verbally and in writing Explain relatively complex subjects simply Demonstrate good interpersonal skills Demonstrate diplomacy when suggesting a way forward in such a way that it is taken on board Demonstrate a good understanding of the information needs of managers Work as part of a team	
Analytical/ judgmental	Good attention to detail	The ability to evaluate & analyse data, to be able to provide valid recommendations and improvements
Planning/ organisational	Highly organised with the ability to prioritise work and adhere to tight deadlines	Ability to manipulate and summarise data to produce clear and concise reports
IT	Computer literate with good knowledge of spreadsheets, word documents etc.	
Physical		.
<b>Abilities</b>		
Physical		Willingness and ability to visit other Authority locations, along with other sites, if required
Mental	High self-motivation and the ability to plan workloads using own initiative enabling deadlines to be met	
Emotional	To be reliable, honest & dependable, with the ability to adapt and readily accept changes in work pressures	

Working conditions / Style	Flexible; mainly office based with the opportunity for some remote working. To be adaptable to meet the requirement of the role and its responsibilities	
<b>Other:</b> •		

**Job Description & Person Specification agreed by:**

<b>Post holder:</b> <i>(print name)</i>	
<b>Signature:</b>	
<b>Date:</b>	
<b>Line Manager:</b> <i>(print name)</i>	
<b>Signature:</b>	
<b>Date:</b>	
<b>Head of Service:</b> <i>(print name)</i>	
<b>Signature:</b>	
<b>Date:</b>	