



ADUR & WORTHING
COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Sustainability, Digital & Resources
Post Title	Insurance Officer
Post Number	
Accountable to	Insurance Manager
Key leadership relationships	<p>Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers</p> <p>External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.</p>
Work style	This role falls within the Blended Working Policy
Last updated	

Job Description - Principal purpose of job (role summary)

As Insurance Officer you will support the Insurance Manager in running the Council's insurance functions, assisting with claims processing, risk management, insurance renewals, and general administrative tasks.

This role will ensure accurate record-keeping and support a high level of service to the Councils' SLA partners.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working

Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan

Act with honesty and openness, and be brave enough to contribute your ideas and get involved

Bring your passion for delivering a high quality service for our residents to your role

Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow

Live how we work with each other and our customers:

- We listen
- We say what we think & do what we say
- We are inclusive & kind
- We are ambitious
- We think & act beyond ourselves and our service
- We are a team

Promote the service and Councils positively at all times

Role specific Duties and responsibilities

Insurance Support:

- Assist the Insurance Manager and Senior Administration Officer (Treasury), handling urgent matters in their absence, referring to the Chief Accountant as required.
- Support the administration of insurance policies and assist in the insurance renewal process as required.

<p>Claims Processing:</p> <ul style="list-style-type: none"> ○ Process and monitor motor claims, including payment of self-insured small claims costs, maintaining accurate records on the insurance claims logs. ○ Assist in maintaining records for liability claims and administer liability claims when required. ○ Help document and manage property claim losses if necessary and assist in the recovery of uninsured property and motor losses.
<p>Administrative Support:</p> <ul style="list-style-type: none"> ○ Responsible for the sorting and distribution of post within the department and ensuring that all filing is kept up to date. ○ Administer monthly claim reimbursement statements from the Council's insurance company and manage payments to other authorities as necessary. ○ Assist with invoicing commercial tenants for insurance recharges, ensuring accurate allocation of costs. ○ Support the Insurance Manager in creation and maintenance of processes and guidelines.
<p>Monitoring and Liaison:</p> <ul style="list-style-type: none"> ○ Assist with the monitoring and distribution of Engineering Inspection forms and liaise with insurers regarding any amendments or additions. ○ Support the documentation and processing of insurance claims, ensuring timely communication with relevant parties.
<p>General Support and Reporting:</p> <ul style="list-style-type: none"> ○ Provide general administrative support to the finance team as needed, including processing expense claims and reconciling rail warrant & other accounts for various departmental functions. ○ Assist with preparing routine reports or data for financial or insurance purposes, maintaining accurate and organised records. ○ To provide, at all times, a high standard of customer service to both internal and external stakeholders, including SLA partner councils.
<p>Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities</p>
<p>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</p>

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and 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.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#) .

Person Specification:

The core skills and competencies below are taken from our organisational [Skills and Competencies Framework v1.0](#) and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.

Participative	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p>
Adaptive	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p>
Resilient	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
Leadership	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>

	Essential	Desirable
Qualifications	GCSE English & Mathematics, or equivalent	CII Insurance Qualification (Cert CII etc.)
Knowledge	Numeratorate & Logical with the ability to solve problems.	

	<p>Ability to work under own initiative</p> <p>Good written English skills</p> <p>Computer literate</p> <p>Good communication & customer service skills</p>	
Experience		Some general insurance / insurance claims knowledge
Communication	<p>Ability to:</p> <p>Communicate effectively both verbally and in writing</p> <p>Explain relatively complex subjects simply</p> <p>Demonstrate diplomacy when suggesting a way forward in such a way that it is taken on board</p> <p>Demonstrate a good understanding of the information needs of managers</p>	
Relationship Building	<p>Demonstrate good interpersonal skills</p> <p>Work as part of a team</p> <p>Build strong relationships with people inside and outside your team</p>	
Analytical	Good attention to detail	The ability to evaluate & analyse data, to be able to provide valid recommendations and improvements
Planning/ Organising	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
Other requirements	<p>Valuing kindness and compassion in the workplace</p> <p>Acceptance of political restriction</p> <p>Able to travel within the Adur and Worthing Districts</p> <p>To be reliable, honest & dependable, with the ability to adapt and readily accept changes in work pressures</p>	

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	