

Management Group: Internal Audit, Counter Fraud & Risk

Department/Section: Insurance & Risk

Job Title: Insurance Manager

Reports to: Head of Assurance

Grade: Bexley 14

Purpose of the job

To act as the Bexley Council's principal adviser on insurance matters.

Principal accountabilities

Direction

Risk Financing and Insurance

To act as the Bexley Council's principal adviser on insurance matters.

To ensure that a customer focused and legally-compliant claims handling service for Bexley Council is provided.

To ensure that a cost-effective and prudent balance is maintained between self-funding levels and purchase of external insurance protection in line with Bexley Council's risk appetite.

To provide technical insurance and risk financing input into a range of strategic issues that may be proposed such as Mutual, partnership arrangements, local authority companies and other partnership style arrangements in accordance with best practice.

Respond to any complaints or FOI requests.

In consultation with the Head of Assurance and S151 officers of Bexley Council, undertake a periodic review of the risk financing strategy; inclusive of;

- assessing the exposure to insurable risk, updating its risk profile and assessing any changes to risk appetite;
- reviewing Bexley Council's insurance strategy in light of these and any insurance market developments.
- Manage the Insurance Provision and Reserves ensuring adequate funds are maintained and accounted for.

Implementation

Loss Control

To manage the development of a comprehensive management reporting structure which analyses and interprets loss patterns and claims settlements

To manage the implementation of a comprehensive programme of loss control activity to reduce Bexley Council's exposure to insurable risk and to improve performance.

To ensure that the effectiveness of the loss control analysis and loss reduction strategy is assessed periodically and to track performance improvements.

In consultation with finance, ensure that the allocation of insurance costs is managed in a manner which encourages Services to be accountable for loss performance.

Managing People

Carry out the performance appraisal of those staff managed by the post holder including holding regular one-to-one meetings with staff and having regular work review meetings.

Ensure that all resources, including staff, under the personal management of the post holder are organised, managed and motivated to deliver a high quality and cost-effective service.

Communicate Bexley Council's vision, values and strategic objectives as part of the drive to achieve a culture of clarity and purpose and high performance.

Be flexible in approach to planning to ensure the objectives of the overall service are achieved, and where possible the opportunities for skills transfer or collaborative working are explored.

Personal Effectiveness

The immediate juniors liaise with individuals across the council undertaking insurance renewals and collating documentation for claims to send to Zurich. One to one meetings will be needed with the team as a whole and the individual staff will be needed monthly. A team assurance meeting is also held on a monthly basis.

The manager will report to the Head of Assurance. Having weekly/ or every 2 weekly meetings for updates and any queries.

To demonstrate an understanding of and commitment to Equalities and Diversity in both service delivery to the community, in relationships with colleagues and in employment practices.

To be flexible regarding work location and willing and able to access alternative sites as required by the role.

Person Specification

Management Group: Internal Audit, Counter Fraud & Risk

Department/Section: Insurance & Risk

Job Title: Insurance Manager

Job Family: Management 1

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (see key)
(a) Education and formal training		
A qualified member of the Chartered Insurance Institute (ACII) or equivalent	E	AF/I
(b) Relevant technical experience, knowledge & skills/abilities		
Strong interpersonal skills and the ability to communicate effectively at all levels, both orally and in writing.	E	A/I
Leadership/Supervisory skills in order to motivate and provide direction to the staff employed within the Section and promote a culture of continual improvement/performance review as well as individual achievement and teamwork.	E	A/I
An excellent level of organisational and time management skills to be able to prioritise competing workloads and deadlines whilst maintaining professional standards under pressure.	E	A/I
Ability to negotiate effectively at all levels	E	A/I
Ability to devise strategies for the council's service areas and translate them into realizable plans.	E	A
Ability to use interrogation packages.		
Ability to research and present complex regulatory and operational issues	E	A/I
Ability to train others	E	A
Ability to think of the wider issues	E	A/I

Ability to direct others, delegating as necessary/appropriate and promoting teamwork	E	A
Commitment to challenge unacceptable behaviours in others and act upon concerns of inequality and discriminatory behaviour.	E	A
Ability to promote a culture of continual improvement	E	A
Ability to project manage within timescales	E	A/I
Ability to offer practical solutions and advice to Senior managers and members.		
Evidence of relevant continuous professional development.	E	A
A qualified member of the Chartered Insurance Institute (ACII) or equivalent	E	A
Minimum of five year's practical experience in an insurance environment with staff and resource management experience.		
A good understanding of the different ways of working and culture within a large organisation. Experience of procurement of services through a competitive process.	E	A/I
Advanced knowledge and understanding of insurance principles and law	E	A/I
Comprehensive knowledge of insurance, claims management and loss control issues and the ability to apply this knowledge, guide and direct at a strategic level	E	A/I
Well developed interpersonal skills	E	A
English Language Requirements for Public Sector Workers. Include these criteria where it is an intrinsic and regular part of the role to speak to members of the general public either face-to-face or over the telephone:	E	A
• Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary.	E	A

- Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation. E A
- Ability to listen to customers and understand their needs. E A/I
- Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.

(c) Other Additional Requirements

Willing to work evenings/weekends D A/I

Ability to travel around the Borough D A/I

KEY:

I = Interview, A = Application Form, AT = Ability Test, PQ = Personality Questionnaire, P = Presentation, PE = Practical Exercise, DBS = Disclosure & Barring Service, DL = Driving Licence
Applicants will be assessed against these criteria and the following high-performance indicators throughout the recruitment process.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	<p>I respond flexibly and adapt to changing demands</p> <p>I am prepared to take managed risks to achieve better outcomes</p> <p>I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo</p>	<p>I routinely look for innovative and cost-effective ways to improve performance and customer service</p> <p>I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future</p> <p>I take calculated risks based on available evidence and my professional judgement to learn and try new things</p>
Leadership	<p>I demonstrate a clear sense of purpose and direction, in line with organisational objectives</p> <p>I am willing to take difficult decisions</p> <p>My personal actions promote a positive image of Bexley</p>	<p>I take responsibility for my service and for making things happen to make a difference to my service users</p> <p>I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work</p> <p>I inspire, lead and encourage staff to move forward</p>
Collaboration	<p>I show respect for others and value contributions from internal and external partners and customers</p> <p>I recognise the right solution, regardless of who initiated it</p> <p>I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver</p>	<p>I encourage the feeling that the team is a collective unit with shared goals</p> <p>I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council</p> <p>I network internally and externally</p>

Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution	I seek regular service user feedback and review customer data to shape service improvements
	I prepare and present information anticipating questions and problems	I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them
	I adapt my style to the audience and their needs, using the most appropriate communication channels	I empower staff to make decisions and changes to improve value for money, customer service and productivity
Open and Accessible	I see issues from the customer / user perspective	I am accessible to my service users, customers, staff and Members
	I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs	I communicate and share a clear vision for the bigger picture as well as specific service areas
	I seek to build and maintain positive relationships with customers and partners	I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents	I design services that provide value for money and deliver our outcomes, informed by evidence
	I take responsibility for making things happen and achieving my objectives	I produce, prioritise and adapt plans to meet changing requirements
	I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I set interim goals to achieve notable wins on the way to larger objectives
		I deal with poor performance