# London Borough of Bexley - Job Description

**Job Title:** Insurance Administrator

**Grade:** 07

**Management Group:** Finance and Corporate Services

**Department:** Internal Audit, Risk Management and Insurance

**Section:** Insurance

**Reports to:** Insurance Manager

**Functional links with:** All departments within the London Borough of Bexley, the Insurance Provider, solicitors, brokers, Claims Inspectors and residents of the London Borough of Bexley.

**Main purpose of the job:** To work collaboratively in assisting the efficient process of the Council's insurance needs and requirements.

**Major Duties and Responsibilities:** To provide administrative support to the Insurance team, including but not limited to: claims administration across all classes of insurance, with the predominant claims being Public Liability, liaising with both claimants, internal and external stakeholders to ensure claims are managed in accordance with timeframes as set out in insurance legislation, clarification of insurance reports from the London Borough of Bexley's insurer on the status of claims within the reports and to liaise with the insurance manager on any issues likely to prejudice the Council's ability to mitigate claims. The post holder will also be expected to assist in collating information for freedom of information and complaints relating to the Insurance team. To carry out such other duties as maybe required to ensure the efficient administration of the insurance process within the London Borough of Bexley.

**Resources:** Undertake data entry tasks into the Council's claims system, to attend necessary meetings with stakeholders, seminars and webinars to ensure up to date compliance with current legal requirements around insurance in general and claims in particular.

**Job Activities:** To receive claims directed against The London Borough of Bexley council in whatever form of media and to process them in accordance with internal and external requirements. To maintain accurate and up to date documentation / information on claims in order contemporary reporting is available to various stakeholders. To advise as necessary any claims that may be about to exit the insurer's claims portal and potentially increase the legal costs to the council associated with such claims. Plans and prioritises workload to ensure deadlines are met through busy periods and to offer advice both written and verbal to the Insurance team or departments within the London Borough of Bexley which assists in maintaining Bexley Council's high success rate in defending claims lodged against the Council alleging negligence.

This role does not have any direct reports.

This role does not have any budget responsibilities.

# Person Specificaton

**Management Group: Finance**

**Department/Section: Internal Audit, Risk management and Insurance**

**Job Title: Insurance Administrator**

**Job Family:** Support Staff

**Essential:** Educated to English and Maths “O” Level / GCSE

**Desirable:**
Previous administration experience in an office environment.

Previous knowledge of Public Liability claims.

**(a) Education and formal training**

Include here relevant professional qualifications where a key prerequisite of the job.

Experience working in an insurance team is essential.

**(b) Relevant technical experience, knowledge & skills/abilities**

- **Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary.**
- **Ability to listen to claimants and internal stakeholders and understand their needs.**
- **Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.**

**(c) Other Additional Requirements**
Knowledge of insurance claims in general and public liability claims in particular would be desirable.

**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.

* *Guidance on the appropriate Job Family to be assigned to this post can be found at the following link:*

*https://bhive.bexley.gov.uk/how-do-i/tasks-and-guides/job-evaluation/?page=5*

*Please contact your HR Adviser if you require any advice on the relevant job family for the role.*

## High Performance Indicators

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

| | | |
|---|---|---|
| **Listening and Responding** | I acknowledge other people's viewpoints and work with them to find a win-win solution<br><br>I prepare and present information anticipating questions and problems<br><br>I adapt my style to the audience and their needs, using the most appropriate communication channels | I seek regular service user feedback and review customer data to shape service improvements<br><br>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<br><br>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<br><br>I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs<br><br>I seek to build and maintain positive relationships with customers and partners | I am accessible to my service users, customers, staff and Members<br><br>I communicate and share a clear vision for the bigger picture as well as specific service areas<br><br>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<br><br>I take responsibility for making things happen and achieving my objectives<br><br>I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence | I design services that provide value for money and deliver our outcomes, informed by evidence<br><br>I produce, prioritise and adapt plans to meet changing requirements<br><br>I set interim goals to achieve notable wins on the way to larger objectives<br><br>I deal with poor performance |

These HPI values should not be changed.