

Job Description and Person Specification

Job title:	Insurance & Finance Administrator
Directorate:	Resources
Service:	Finance & Property
Team:	Insurance
Post number:	04857
Salary grade:	E
Work location:	Market Street
Reports to:	Insurance Manager
Supervises:	N/A

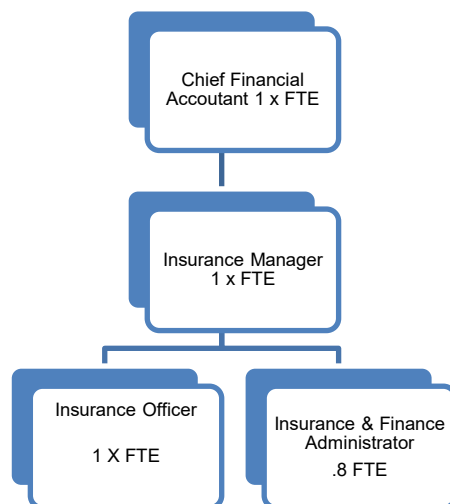
Job Purpose

To provide an efficient and effective claims handling service for third party property damage claims.

To provide administrative support to the Insurance Team including the Crest system - the Council's Incident Reporting, Compliance and Insurance claims handling system.

To provide support to the Finance section including carrying out reconciliations.

Structure Chart



Main Duties and Responsibilities

- To assess property damage claims from members of the public from incidents on the public highway made against the Council and deal with to conclusion; either settlement or repudiation
- Undertake the administration of insurance claims to ensure they are processed efficiently in line with statutory requirements and Council procedures and standards

Main Duties and Responsibilities

- Dealing with members of the public in an efficient and courteous manner
- Ensure that information is forwarded to insurers, loss adjusters and solicitors promptly where necessary to ensure that claims are dealt with efficiently and in a cost effective manner
- Assist with insurance policy administration, renewal procedures and premium settlement
- Administration of CREST - the Council's Incident reporting, Insurance claims and Compliance system – setting of permissions, addition of services
- Administration of the Insurance claims database to ensure that the data is maintained appropriately
- Collation and analysis of the data from the insurance claims database to identify trends and monitor progress for reporting to Finance Managers
- Undertake support to other areas in the Finance team as required including Excel reconciliations from multiple financial systems
- Ad hoc administrative support to the Finance team, e.g. updating documents
- Promote equality as an integral part of the role, treating everyone with fairness and dignity.
- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
- Adhere to the standards set out in the WBC competency framework.

Scope (impact on/control of resources, people, money etc.)

- To provide an effective Insurance service across all Council operations including handling claims against the Council as directed by the Insurance Manager
- There is no supervision of staff

Person Specification	Essential/ Desirable	Internal Use Only
Qualifications		
5 GCSE grade C or above including English and Maths	E	1
Experience		
Office environment with customer contact	E	1
Insurance Claims Handling	D	1
Completing data reconciliations	E	2
Local government environment	D	2
Knowledge and understanding		
General Insurance knowledge	D	1
Competent in the use of Microsoft Office Packages specifically Excel	E	1
Must be competent in the creation of spreadsheets, use of formulas and formatting of spreadsheets	E	2
Knowledge of Data Protection Act requirements	D	2
Knowledge of Freedom of Information Act requirements	D	3
Skills and abilities		
Ability to use Outlook, and a web browser to access information	E	1
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc.)	E	2
Experience of working with financial systems	D	1
Ability to manage high volumes of data with attention to detail	E	3
Ability to deal with challenging members of the public in a courteous and fair way	E	4
Ability to build and maintain professional working relationships with Council services and external advisers	E	5
Work-related personal qualities		
Ability to manage claims in line with the Council's policy and procedures and any statutory requirements	E	1
Ability to be able to respond to the insurance needs of the different Council services	E	2
Ability to adapt to different service requirements	E	3
Ability to work as part of a team	E	4
Ability to prioritise and manage own workload	E	5
Other work-related requirements		
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	E	1
Ability to travel between Council sites and to incident locations	D	1
Enhanced DBS check with relevant barred list/s	No	
Is this post politically restricted?	No	