

Job Description and Person Specification

Insurance Manager

Job Details	
Grade	10
Service	Insurance Services
Location	City Wide
Job Evaluation Code	A6172

About Coventry City Council

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:

Open and fair: We are open, fair and transparent.

Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.

Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.

Create and innovate: We embrace new ways of working to continuously improve the services we offer.

Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.

Value and respect: We put diversity and inclusion at the heart of all we do.

About the Service your team will provide

1. To provide advice and assistance Insurance issues.
2. To provide a prompt and professional underwriting and claims service for internal customers and partner organisations.

Main Duties & Key Accountabilities

Arranging adequate, cost-effective cover for key internal and external customers and recharge accurately and promptly.

Processing liability, motor, school contents, personal accident/assault and all risks claims within

established timescales; updating computer records appropriately.
Identifying non-injury public liability claims up to £25,000 for handling in-house.
Managing outstanding liability claims to ensure compliance with the Court timetables.
Using Risk Management techniques and knowledge to advise colleagues on how to manage and mitigate risks within the organisation.
Providing training to Insurance Team and Members as appropriate.
Attending Court Hearings with external solicitors and assist witnesses where required.
Liaising with insurers, solicitors, claimants, departments, including schools and partners as appropriate, when queries arise on claims or in respect of insurance/funding arrangements.
Overseeing all claims to ensure they are dealt with and administered correctly and fairly.
Overseeing the production of Insurance section's Procedures Manual.
Visiting claims locations as necessary to obtain greater understanding of what has taken place.
Overseeing the clerical and administrative work of the Insurance Section.

Key Relationships

External:	Barristers, Solicitors, Loss Adjusters and external claims handlers
Internal:	Councillors, Directors, Service Managers

Standard Information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

Claim Handlers Team

Person Specification

Requirements	
Knowledge	Understand Insurance principles, e.g. legal liability, indemnity, negligence, frequency, severity, etc.
	Understand the role and activities of local authorities, so that the insurance programme can be structured accordingly.
Skills And Ability	Possess good basic numeracy.
	Communicate with a good standard of written and spoken English.
	Demonstrate a good basic level of computer literacy skills – Including the use of Microsoft Word and Excel.
	Prioritise and managing own workload, whilst working under pressure.
	Demonstrate good interpersonal skills for dealing with customers and colleagues.
	Work effectively, both alone or as part of a team, as required.
	Lead a team of claims handlers
Experience	Lead on Insurance claims, underwriting and risk management.
	Use electronic insurance claims handling systems