

ROLE PROFILE

Role Title:	Insurance Officer
Directorate:	Finance and Growth
Department:	Assurance, Risk and Transactions
Role Purpose:	To coordinate and perform a variety of tasks to support the Insurance function.
Reporting to:	Transactions and Insurance Manager
Responsible for:	N/A
Checks:	Basic DBS and Social Media Check
Role Level:	Frontline Worker

Key Role Responsibilities	<p>Your primary role will be to support our Insurance Manager and Insurance function to achieve KPIs and SLAs including:</p> <ul style="list-style-type: none"> • Setting up new claims and notifying insurers. • Collaborate with internal and external stakeholders, such as legal representatives, brokers, and repair teams to defend and investigate claims effectively. • Gathering evidence and identifying witnesses to assist insurers determining liability. • Recover and reconcile insurance funds received from insurers and third parties. • Assist with annual renewals and tender exercises, including full portfolio valuations. • Assisting the Insurance Manager with risk management processes, such as creating and amending reports, dashboards, and processes & procedures. • Monitor and analyse insurance claims, identify trends, and assist with the implementation of risk mitigation measures. • Provide guidance, support, and training to departments on insurance-related matters and ensure compliance with insurance regulations. • Processing payments and purchase orders. • General administrative duties – dealing with insurance related telephone/email enquiries, taking minutes at meetings, and
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	<p>ensuring that all files are maintained, easily accessible and archived in line with Data Protection legislation.</p> <ul style="list-style-type: none"> • Stay informed about industry trends, regulations, and best practices in insurance and risk management.
<p>Education, Qualifications and Training</p>	<ul style="list-style-type: none"> • Ideally hold or be studying for Chartered Insurance Institute qualification (CII) or equivalent experience. • Proficient IT skills; Office365 to include Word, Excel and PowerPoint.
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • Proven Insurance experience within the Property, Housing or Building sector. • Good knowledge on the principles of insurance, claim procedures and renewal of policies. • Claims handling experience over various lines of insurance. • Demonstrable experience of operating in a commercially focused, multi-directorate organisation.
<p>Role Specific Skills & Behaviours</p>	<ul style="list-style-type: none"> • Strong analytical and problem-solving skills to assess risk. • Exceptional communication and interpersonal skills with the ability to communicate to stakeholders at all levels. • Good understanding of regulatory requirements and compliance standards related to Insurance. • Well organised with the ability to multi-task and prioritise. • A resilient professional with the ability to remain calm and focused in a crisis. • Acts with integrity and is a role model for others.