# JOB DESCRIPTION:

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| **POST:** | **Insurance Analyst** |
| **DEPARTMENT:** | **Finance** |
| **REPORTING TO:** | **Head of Finance** |
| **RESPONSIBLE FOR:** | **No direct reports** |
| **GRADE:** | **4** |

## MAIN JOB PURPOSE:

a) Manage the annual insurance renewal process working with the Councils insurance broker and provider. This includes all data gathering and working with the services across the Council to ensure the Councils insurance coverage meets the risk appetite of the Council.

b) Be responsible for recommending to management the cover required for the Councils insurance premiums. Liaise with insurers to minimise risk exposure to the Councils.

c) Investigate claims against the Council, gathering evidence and working with colleagues to obtain information to be provided to the Councils insurance provider.

d) Manage the insurance mailbox, dealing with queries as and they arise, registering claims for the Councils.

e) Design and produce regular reporting and analysis to help management to better understand the types of claims the Council are experiencing by downloading information from the customer portal and working with the service areas to reduce claims and how this can inform better decision making in the future.

f) Ensure that insurance is integrated within all conversations and decision making processes around the business by meeting with service managers to highlight the importance of insurance being accounted for in decision making.

g) Manage the insurance reconciliation account for under and over excess claims ensuring claims are allocated within the finance system and correctly accounted for.

h) Interpret information, problems and situations and giving technical advice and support to internal customers.

i) Work with service areas to ensure compliance with the insurance providers requirements, including but not limited to maintaining records, evidence and ensuring documentation is available on the intranet.

j) Be a trusted advisor who communicates and persuades effectively. Adds value, challenges, negotiates and influences budget holders to increase understanding of the financial implications of their operational and strategic decisions.

k) Be informed of legislative changes that impact the insurance cover of the Councils including rules and regulations from the Financial Conduct Authority (FCA).

l) Maintain and develop own specialist knowledge and skills.

## DUTIES AND RESPONSIBILTIES:

a) Provide general support on a range of activities to the Finance Team and colleagues across the organisation.

b) Ensure all activities and processes supporting this work are robust, efficient, timely and accurate. Processing data and information, eliminating duplication and manual records elsewhere in the organisation.

c) Manage the annual insurance renewal process dealing the insurance broker and provider to ensure that the most up to date information is provided regarding the Councils assets which will enable the correct coverage to be provided.

d) Report on insurance claims data to senior management utilising reporting tools e.g. Power BI to present in an easy to understand format, using this data to highlight issues and inform better decision making.

e) Process the monthly insurance reconciliation on the Statement of Financial Position (Balance Sheet) ensuring that under excess claims and the excess costs to the Council are accounted for correctly. Ensure that claims are allocated for the cost of the claim and payment received from the insurance provider.

f) Support the budget setting and monitoring processes including setting the budget for insurance premiums and using historical data to forecast the under excess claim budget.

g) As required, provide support to colleagues across the organisation and work with relevant partners ensuring robust and accurate financial information and advice.

h) Keep relevant practices, systems and financial procedures up to date and undertake checks to ensure they operate accurately and effectively.

i) Work on projects and tasks that are varied but relatively straightforward, ensuring that milestones are identified and met.

j) Any other duties of a similar nature which may be required.

## Additional information

a) Does this job require a DBS check? No

b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. No

c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. No

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

# PERSON SPECIFICATION:

**The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.**

| **REQUIREMENTS**<br>The postholder must be able to demonstrate: | **MEASURED BY:**<br>A Application form<br>I Interview<br>T/P Test/Presentation |
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| **EDUCATION/TRAINING**<br>*(Academic, vocational/professional and other training)* | |
| Experience of having managed an insurance contract | A |
| **KNOWLEDGE & EXPERIENCE**<br>*(e.g. report writing, office experience, Microsoft office)* | |
| a) Has been involved in the annual insurance premium process. | A/I |
| b) Preparation of reconciliations and an understanding of the impact on the Councils financial position. | A/I |
| c) Good understanding of the Councils operating environment to identify risk and where insurance coverage needs to be adequate. | A/I |
| d) Experience of working within a financial environment, supporting service teams within public sector or similar disciplines. | A/I |
| e) Experience of dealing with the general public or council tenants who may be making a claim against the Councils. | A/I |
| **SKILLS/ATTRIBUTES**<br>*(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)* | |
| a) Self-motivated. Ability to prioritise effectively | A/I |
| b) Lateral thinking approach to problem solving | A/I |
| c) Strong IT skills, specifically in Microsoft Office and reporting suites. | A/I |
| d) Flexible and adaptable. Highly co-operative. Has confidence to try new things / ways of working. | A/I |
| e) Analytical skills with an ability to provide advice and information on a range of issues. | A/I |
| f) Team player and ability to work effectively with others. | A/I |
| g) Prepared to pick up work outside of own specialism or what is comfortable to help in emergencies or provide backfill for others. | A/I |
| h) Develops new skills as necessary to provide a flexible resource to meet changing needs, strategic priorities and to meet the career graded progression indicators. | A/I |
| i) Comfortable speaking with external stakeholders and able to discuss matters in a professional manner. | A/I |
| j) Excellent customer service skills and the ability to deal with challenging situations with diplomacy and tact. | A/I |

| **BEHAVIOURS**<br>Behaviours will be tested at interview against the Council's values *(further detail below)* | |
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| Empowering, valuing and developing our people<br>Valuing our customers<br>Being open and honest<br>Taking ownership<br>Being ambitious | I<br>I<br>I<br>I<br>I |
| **EQUALITY AND DIVERSITY** | |
| Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation). | A/I |