



Resources Department

Post Title	Risk Management and Insurance Assistant		
Post Number	BG 00199	Grade	Scale 4
Base	Homeworker (occasional attendance at offices or specific sites is required)	Hours	37 per week
Car User Allowance	Casual	Disclosure	None
Contact	Penny Jones	Updated	September 2024

Principal Job Purpose

Responsible to: Professional Lead – Risk and Insurance Officer

Responsible for: Working as part of a team and using a range of communication methods, the postholder will be processing and investigating insurance claims made against the Council, providing assistance in ensuring that the Council has adequate insurance cover in place and to support the delivery of the Council's risk management arrangements.

Principal Accountabilities

1. Processing insurance claims in accordance with the relevant timescales.
2. Co-ordinating claims investigations by liaising with officers of the Council at all levels to obtain information, summarising findings and making recommendations on liability and settlement and relaying these to claimants. There may be occasional site visits within the Borough to obtain further information or attend to take witness statements with appointed solicitors.
3. Analysing and interpreting claims data to identify trends and recommend any course of action to departments. Arranging any appropriate training via the Council's insurers.
4. Assist with the administration, co-ordination and development of the Council's risk management programme. To include arranging meetings for the Corporate Risk Management Group, maintenance of risk registers and arranging risk management training.

5. Manage collation of information for the completion of detailed proposal forms for the purchase of external insurance cover. This involves the collation and interpretation of raw data across all Council departments, raising queries and liaising with brokers. Participation in the tender process for insurance cover when necessary.
6. Maintain and develop records relating to the Council's risk exposure (i.e. insured property schedules, motor fleet schedules) and assisting in arranging and attending loss controls surveys where appropriate.
7. Responsibility for the financial management of the Insurance Fund and providing an estimation of future claims liabilities by the production and interpretation of reports from the Council's claims handling system (LACHS).
8. Ongoing development and implementation of client charging for liabilities to reflect risks and claims for each service.
9. Arranging the prompt payment of insurance premiums, claims settlements and other associated costs in line with the appropriate timescales.
10. To undertake any relevant duties that may from time to time be required by management.
11. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
12. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (written test)	Probationary Period
5 GCSE's (or equivalent) at grade C or above including English and Mathematics	Essential	✓			
- Educated to A Level or HNC or equivalent / Certificate of Insurance or Risk Management.	Essential	✓			
Other experience					
Experience of producing clear and concise reports, presentations and briefings for a range of audiences and stakeholders	Essential	✓	✓	✓	
Knowledge/Skills					
Knowledge or willingness to learn the law relating to civil litigation procedures for liability claims and associated legislation and case law.	Essential	✓	✓		
Ability to work on their own initiative and organise and prioritise workloads effectively with a flexible approach to competing demands / changing deadlines in a demand lead service. Many duties are interchangeable in order to achieve deadlines at peak times.	Essential	✓	✓		
Excellent communication skills both written and verbal to convey and obtain information in a tactful and diplomatic way. There will be a need to deal with sensitive information professionally and maintain confidentiality.	Essential	✓	✓	✓	
Analytical skills. Ability to analyse and evaluate statistical data and information and to write clear and concise reports for a variety of audiences	Essential	✓	✓		
Excellent IT skills – including Microsoft Office package. Ability and willingness to learn to use JCAD LACHS - claims handling system	Essential	✓	✓		
Knowledge of the principles of risk management or a willingness to learn via attendance at any relevant training / webinars / information sessions.	Essential	✓	✓		
Knowledge of the Services provided by the Council and a willingness to learn about their associated risks	Essential	✓	✓		

2. Welsh Language Requirements (please select one of the following)

(please select one of the following)	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Welsh language skills are desirable (level 0 in all Welsh Language Levels below).	Desirable	✓			
Welsh language skills are essential and candidates should either possess the relevant skills or be prepared to learn them when appointed to the post (levels 1-3).					
Welsh language skills are essential (levels 4 and 5).					

	Level 0	Level 1 Entry	Level 2 Foundation	Level 3 Intermediate	Level 4 Advanced	Level 5 Proficiency
Listening/Speaking	x	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading/Understanding	x	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing	x	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please see "[Welsh Language Skills Guidelines](#)" on the Blaenau Gwent website for further information on the above levels.

3. Special Requirements	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
A determination to improve service levels and quality standards and committed to delivering exceptional customer service	Essential	✓	✓		✓
A high standard of work ethic with a focus on creativity and problem solving	Essential	✓	✓		✓
Confidentiality in all work related areas. There will be a need to deal with complex and sensitive information professionally and maintain confidentiality.	Essential	✓	✓		✓
Possession of a clean driving licence and access to a car. For site visits, assisting insurers with property or loss control surveys, taking witness statements.	Essential	✓			

4. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance	✓	✓		✓
	Involves line manager/colleagues in setting and meeting targets	✓			✓
	Reorganises work when necessary	✓	✓		✓
	Sees tasks through to completion whenever possible				✓
	Seeks help if workload becomes unmanageable		✓		✓
	Uses initiative to report issues that arise that impact on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results	✓			✓
	Understands that changes are needed if things are to be improved	✓			✓
	Finds new and creative ways of doing things better	✓			✓
	Actively seeks to develop own skills and knowledge	✓	✓		✓
	Learns from mistakes & welcomes constructive feedback	✓	✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service		✓		✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent		✓		✓
	Understands the links between own professionalism and the possible impact on the Authority's image		✓		✓
	Has a professional attitude that sets an example to colleagues		✓		✓
	Takes pride in own work and that of colleagues	✓			✓
	Is respectful, courteous and helpful at all times		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests				✓
	Recognises potential value of others' opinions and actively seeks their contributions				✓
	Asks for help when necessary				✓
	Actively seeks to help others				✓
	Is aware of the impact of own behaviour on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (written test)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand		✓	✓	✓
	Makes sure that people are regularly informed				✓
	Uses appropriate language, gestures and tone when talking with others		✓	✓	✓
	Checks others have understood & seeks advice when necessary				✓
	Actively seeks to improve all forms of communication with others				✓
	Communicates professionally by using formal channels appropriate to the situation		✓	✓	✓