

CORPORATE SERVICES DIRECTORATE

Insurance Officer Grade 6 (£30,024 - £33,699)

We have an exciting new opportunity to join our highly regarded risk and insurance service to help us manage a varied and challenging insurance claims caseload.

About the job

The service works alongside our internal audit and corporate fraud functions. Together we support, challenge and develop the Council's systems of governance, risk and control, helping to ensure that people in our organisation use public money effectively and for the good of our communities.

The risk and insurance function supports projects, directorates and senior managers to maintain appropriate risk management arrangements and ensures that insurance cover is in place to protect the Council from the risk of financial loss arising from its responsibilities as an employer, an owner and occupier of property, a highways authority, and a provider of public services.

We handle property and own damage motor claims up to the policy excess and work closely with insurers and external claims handlers to respond to claims for which they have conduct.

Whilst no two days are the same, the role will typically involve:

- A variety of claims handling duties including working with external service providers and Council colleagues to support the investigation and progress of claims from initial notification to resolution, ensuring that deadlines are met.
- Providing advice and guidance to colleagues regarding claims outcomes and potential risk mitigation measures to minimise future occurrences and responding to insurance related queries and requests from officers, councillors, MPs, and third parties.
- Working proactively to prevent and detect fraud, assessing all claims for indicators of fraud and reporting potentially fraudulent claims to insurers, claims handlers, and/or corporate fraud colleagues as appropriate.
- Maintaining the Council's electronic claims handling system, ensuring that new claims, claim related correspondence, and updates from insurers and claims handlers are recorded completely, accurately, and promptly.
- Liaising with colleagues across the Council to support the annual insurance renewals exercise and periodic tendering exercises, assisting in the completion of broker and insurer questionnaires and any ad-hoc requests for information.

We value diversity of thought and the strength that a mix of different backgrounds, transferable skills, qualifications, and experience can bring to our team and problem solving. We recognise that our success is all about our people and their talent.

You will work with friendly and experienced colleagues who will support you with your continuing professional development. If desired, we offer the opportunity to obtain formal qualifications under the Apprentice Levy scheme.

We work from the best place to complete the task in hand, which will mean you work in a hybrid way, including from our central office at One Time Square, Warrington, or from home and/or at specific locations across Warrington.

We operate flexi time and will be happy to consider working patterns that support your personal circumstances (for example term time only hours), subject to the requirements of the job.

About you

We are looking for an enthusiastic and self-motivated individual with experience of insurance claims management across various lines of business.

You will have strong communication and interpersonal skills, appropriate to dealing with members of the public and a diverse range of internal and external colleagues. You will be comfortable working with limited supervision to manage your workload and achieve strict deadlines whilst dealing with issues quickly and constructively.

Your strong IT literacy and analytical skills will enable you to review, interpret, and assess information provided in response to claims and make evidence-based recommendations to external claims handlers.

For the role:

- You will have a working knowledge and understanding of legislation, regulations, and case law relevant to the handling of civil claims
- Preferably you will hold or be working towards a professional qualification in insurance, risk management, or other relevant subject with a recognised body such as the Chartered Insurance Institute, although this is not essential.
- Experience of working in local government or the public sector, or organisations that collaborate with or provide services to the public sector is desirable, but not essential.
- You will be expected to manage confidential and sensitive material appropriately and in accordance with legislative, regulatory, and policy requirements.

If you believe you have the qualities to make a real contribution to our hard-working team, please visit www.warrington.gov.uk/jobs for an application form, job description and person specification.

For an informal discussion about the role, please contact:

Jason Godding, Senior Insurance Officer (Jason.Godding@warrington.gov.uk)

Alison Weir, Head of Internal Audit (Alison.Weir@warrington.gov.uk)

The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.

Warrington Borough Council is a Disability Confident employer.