



Person Specification

Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

Job Title	Insurance Officer
Grade	Grade 6
Directorate	Corporate Services
Service	Risk and Insurance

Criteria

Experience		
1.	Experience of insurance claims management across various lines of business including employer's and public liability, motor, and property claims	A/I E
2.	Experience of using LACHS or other claims handling systems to manage claims and produce management information	A/I E
3.	Experience of dealing with members of the public and providing appropriate advice and assistance	A/I D
4.	Experience of working with external providers to respond to litigated, sensitive, or complex claims	A/I D
5.	Experience of identifying potential frauds or irregularities, and undertaking or supporting fraud investigations	A/I D
6.	Experience of working in local government or the public sector, or organisations that collaborate with or provide services to the public sector	A/I D

Skills and Abilities			
1.	Strong communication and interpersonal skills, appropriate to dealing with members of the public and internal and external colleagues	A/I/P	E
2.	Ability to establish professional and constructive working relationships at all levels, both internally and with external providers	A/I	E
3.	Ability to manage a varied and demanding claims caseload with limited supervision to achieve strict deadlines	A/I	E
4.	Strong IT literacy and analytical skills, including the ability to: <ul style="list-style-type: none"> • Review, interpret, and assess information provided in response to claims and make evidence-based recommendations to external claims handlers • Manipulate claims data to identify risks and trends • Produce accurate, timely, and concise reports for a variety of audiences 	A/I	E
5.	Ability to manage confidential and sensitive material appropriately and in accordance with legislative, regulatory, and policy requirements	A/I	E
6.	Mental abilities to deal with issues quickly and constructively and to cope with work-related pressures, including deadlines, interruptions, or conflicting demands	A/I	E

Education, Qualifications and Knowledge			
1.	Working knowledge and understanding of legislation, regulations, and case law relevant to the handling of civil claims	A/I	E
2.	Working knowledge and understanding of risk management, internal control, and counter fraud principles and practice, and how these principles apply to insurance claims	A/I	E
3.	Working knowledge and understanding of information governance and data protection principles and practice, and how these principles apply to insurance claims	A/I	E
4.	To 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	A/C	D
5.	Demonstrable record of continuing professional development and on the job learning	A/C	D

Other Requirements		
1. Commitment to the Council's vision, values and objectives.	A/I	E
2. Commitment to continuous improvement.		E
3. Energy, resilience, and determination.		E
4. Willingness to work flexibly.		E
5. Full driving licence		D

Commitment To Equal Opportunities		
Ability to understand and demonstrate commitment to equality and diversity within the context of the relevant service.	A/I	E

Commitment To Service Delivery / Customer Care		
Committed to providing an excellent customer experience and embedding customer focus in all aspects of service delivery.	A/I	E

Climate and Sustainability		
Holds a Carbon Literacy Certificate (or related qualification) or willing to undertake Carbon Literacy related training, in support of the Council's climate and sustainability objectives.	A/I	E

Methods of Assessment Key		
A Application Form	I Interview	C Certificate
T Test	P Presentation	AC Assessment Centre

Review Arrangements

The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	Alison Weir
Role	Head of Internal Audit
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