

Northumberland County Council

**JOB DESCRIPTION**

<b>Post Title:</b> Insurance Assistant		<b>Director/Service/Sector</b> Finance Group/Financial Services/Transactions		<b>Office Use</b>
<b>Band:</b> 4		<b>Workplace:</b> Home / County Hall / other premises		<b>JE ref:</b> 544 <b>HRMS ref:</b>
<b>Responsible to:</b> Insurance Officer		<b>Date:</b> 09/07/10	<b>Manager Level:</b>	
<b>Job Purpose:</b> To provide support to the authority's insurance function				
<b>Resources</b>	Staff	None		
	Finance	Claim Handling Limit to £25K		
	Physical	Responsible for updating/recording data/financials to claims database and archiving to Ados as part of a live claims Management programme.		
	Clients	Members of the public/claimants/customers within the all Council departments/Own and claimant solicitors/Insurers/loss adjusters and members.		
<b>Duties and key result areas:</b> <ol style="list-style-type: none"><li>1. Maintains relevant claims databases, ensuring that information is up to date and accurate at all times;</li><li>2. Attends site visits where required to assess damage or liability relating to claims. Accurately record and measure data and evidence, as necessary.</li><li>3. As necessary attend 'Small Claims Court' to present evidence, details etc.</li><li>4. Direct contact both verbal and written with solicitors/insurers/loss adjusters and other official bodies as the need arises.</li><li>5. Direct contact both in person and by phone with claimants (public) who are often both upset, demanding and in dispute with the Council.</li><li>6. Accounts for all insurance transactions, ensuring that an appropriate audit trail is retained;</li><li>7. Communicates concisely and accurately, in writing, in person, or on the telephone with insurers, solicitors, loss adjusters, officers and members of the public and in a professional and competent manner;</li><li>8. Complies with timescales required for processing work, through ensuring prompt communication with colleagues, claimants and professional advisors.</li><li>9. Co-ordinates the progression of claims brought against the Council including making further liability investigations as required.</li><li>10. Provides training and advice to other team members as required or directed.</li><li>11. Assists the Insurance Officer and the Claims Handler in all day to day matters, as required;</li><li>12. Provides guidance and assistance to officers seeking information on insurance matters;</li><li>12. Reconciles required suspense accounts within the required timescale</li><li>13. Monitors and follows up outstanding debts relating to invoices raised in respect of insurance matters</li></ol> <p>The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.</p>				
<b>Work Arrangements</b>				
Transport requirements: Working patterns: Working conditions:		Occasional visits to council premises to provide support / guidance/occasional site visits. Flexi scheme applies Office based.		

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**PERSON SPECIFICATION**

<b>Post Title:</b> Insurance Assistant		<b>Director/Service/Sector:</b> Finance Group/Financial Services/Transactions		<b>Ref:</b> 544	
<b>Essential</b>		<b>Desirable</b>			<b>Assess by</b>
<b>Knowledge and Qualifications</b>					
<ul style="list-style-type: none"><li>Working knowledge of processes and procedures involved in dealing with insurance claims.</li><li>5 GCSEs at Grade C or above, (including Maths &amp; English) or equivalent.</li></ul>		<ul style="list-style-type: none"><li>Educated to A level standard</li></ul>			A
<b>Experience</b>					
<ul style="list-style-type: none"><li>Work experience in an office environment</li><li>Knowledge of Microsoft Office applications</li><li>Experience gained within an Insurance/claims background</li><li>Accurate and with an ‘attention to detail’.</li></ul>		<ul style="list-style-type: none"><li>Work experience in a financial environment</li></ul>			A, I
<b>Skills and competencies</b>					
<ul style="list-style-type: none"><li>Numerate and literate</li><li>Good IT skills.</li><li>Able to draft concise and accurate reports/statements.</li><li>Good interpersonal skills</li><li>Ability to work in a team</li><li>Pleasant and helpful personality</li><li>Ability to work with minimal supervision</li><li>Commitment to own personal development</li></ul>					A, I
<b>Physical, mental and emotional demands</b>					
<ul style="list-style-type: none"><li>Ability to work to deadlines</li><li>Dealing with frustrated / angry claimants whilst keeping a calm and objective demeanour.</li></ul>					A, I
<b>Other</b>					
Ability to comply with transport requirements of the post					

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits