

Northumberland County Council
JOB DESCRIPTION

Post Title: Senior Administrator	Director/Service/Sector: Finance/Transactional Services/Insurance		Office Use
Band:	Workplace: Home/County Hall/Other Premises		JE ref: HRMS ref:
Responsible to: Insurance Manager	Date: 27/03/2018	Manager Level :	
Job Purpose and Key Functional Responsibilities: To provide administrative and finance support to the various functions of the Insurance Section.			
Resources	Staff	Day to day management of the Administration function of the Insurance Team	
	Finance	Responsible for the recovery of all income relating to the Insurance service at Northumberland County Council for both internal and external clients. Also dealing with Insurance claims up to the value of 25k.	
	Physical	Responsible for updating/recording data/financials to recharge systems as well as the claims database.	
	Clients	Members of the public/claimants/customers within the all Council departments/Own and claimant solicitors/ Court Officials, Insurers/loss adjusters and members.	
Duties and key result areas:			
<ol style="list-style-type: none"> 1. Maintain all income processes/databases that allows for the timely recovery of Insurance recharges to both internal and external clients in accordance with financial timetables. 2. Support the Insurance Manager with the annual Insurance renewals process and maintaining appropriate data files that feed that process. 3. Maintain up to date Insurance portfolio data and where necessary work with internal and external clients to keep records up to date. 4. Undertake monthly Fund transactions reviews and reconcile all Insurance accounts and process all recharges to clients. 5. Monitor and follows up outstanding debts relating to invoices raised in respect of insurance matters. 6. Carry out annual appraisals for administration staff, agree personal development plans and ensure that all Health & Safety requirements attached to the positions you are responsible for are adhered too. 7. Maintains relevant claims databases, ensuring that information is up to date and accurate at all times. 8. Direct contact both verbal and written with solicitors/insurers/loss adjusters and other official bodies as the need arises and direct contact both in person and by phone with claimants (public) who are often both upset, demanding and in dispute with the Council. 9. Communicates concisely and accurately, in writing, in person, or on the telephone with service users, insurers, solicitors, loss adjusters, officers and members of the public in a professional and competent manner. 10. Provides training and advice to other team members as required or directed. 11. Assists the Insurance Manager and the Claims Handlers in all day to day matters, as required. 12. Provides guidance and assistance to officers seeking information on Insurance recharges and insurance matters. <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>			
Work Arrangements			
Transport requirements:	Travel to other council premises.		
Working patterns:	37 hours per week, day work with flexible working		
Working conditions:	Office based with activities normally undertaken in a seated position with some walking, bending, stretching and occasional need to lift and carry		

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PERSON SPECIFICATION

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Essential	Desirable	Assess by
Qualifications and Knowledge		
Educated to NVQ Level 2 standard or equivalent. Good general level of education (GCSE at grade C for example) demonstrating numeracy and literacy	Educated to NVQ Level 3 standard or equivalent Relevant supervisory qualification or recognised training.	
Experience		
Proven competence in using databases, word processing and spreadsheet applications. An active desire to provide effective customer centred services. Experience of working in a financial background.	Google Sheets and Docs Experience gained within an Insurance/claims background Reconciling accounts	
Skills and competencies		
Competent written and oral communication skills. A high degree of numeracy. Good working knowledge of income management. Experience of working as a team. Good communication and presentation skills. Analytical and problem solving skills. Commitment to own personal development	Insurance claims handling. Leading a team.	
Physical, mental and emotional demands		
The role of the job will require a certain level of confidentiality placed upon It based on specific types of claims made against the Council and or Its employees. Ability to organise and prioritise workloads and work under pressure and to deadlines and conflicting demands. Able to deal confidently with a full range of requests and respond in a mature and courteous manner in sometimes difficult situations. Ability to work to a strict timetable and to a high level of accuracy.		
Motivation		
Dependable, reliable, a good timekeeper and effective guide/mentor to subordinate staff. Demonstrates and encourages high standards of honesty, integrity, openness and respect for others. Helps to create and encourages a positive work culture, in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated Able to work with minimum supervision.		
Other		
Occasional need to drive to other locations.		

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