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|  DCC Logo 09 Outl B&WRole Profile Section 1 |
| **Job Title** | Risk, Insurance & Governance Manager | **Service** | Resources |
| **Grade** | 16 | **Service Area** | Finance |
| **Reporting to** | Chief Internal Auditor & Corporate Fraud Manager |
| **Disclosure & Barring Service** | This post is subject to Basic Disclosure. |
| **Purpose of the job:**The post holder is responsible for the management and direction of the Risk, Insurance and Governance Team, ensuring the most effective and efficient deployment of available resources. They will support the development and delivery of service aims and objectives, which in turn will contribute to the wider service area and the council’s corporate priorities. The post holder will support the service management team in embedding the vision, values and behaviours of the council.  |
| **Key Result Area – Corporate*** To contribute to organisational change and to the transformational agenda, supporting the application of the council’s core values of People Focused, Outcome Focused and Innovation and Empowerment which are built around a ‘One Council’ ethos;
* To support the development of the culture of the council and promote the implementation of a ‘One Council’ approach, working collaboratively across the service, the wider council and with appropriate partners as directed.

**Key Result Area – Leadership*** To provide clear and visible leadership for the team in a positive working environment;
* Contribute to the overall plan for the service, advising on specialist areas of responsibility;
* Manage service projects and initiatives of varying complexity ensuring that the standard project management methodology is properly utilised. Provide opportunities for employees by encouraging cross-service and matrix working.

**Key Result Area – Service Delivery*** Ensure service delivery is maintained in line with the corporate service design principles and establish the most effective level of service delivery attainable within the resources available;
* Support development and application of demand-side customer driven service design (‘outside-in’)
* Contribute to effective workforce planning arrangements which support medium to long term service delivery and take into account not only the human resource factors, but ties this in to overall strategic plans, financial and budget considerations, environmental issues and legislative requirements/regulations and governance;
* Contribute as appropriate in the identification of commercial opportunities that can modernise service provision, improve service delivery and deliver MTFP savings options
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| **Key Result Area – Generic Management*** Manage employees and team/individual performance in accordance with council procedures and objectives
* Provide support in the management and control of relevant budgets.
* Use workforce planning data to inform the appropriate interventions for employee development and encourage progressions, as appropriate;
* Establish effective lines of communication and build working relationships with the team based around trust and empowerment;
* Effectively engage with the team/individual employees to make decisions within the remit of their work, to challenge appropriately and to think ‘outside the box’ in terms of improving service delivery;
* Lead by example in relation to continuous professional development;
* Actively encourage and lead by example in terms of smarter working initiatives and promote the use of technology to maximise productivity and service delivery;
* Ensure, as far as reasonably practicable, the health, safety and well-being of yourself and others within the workplace, including building levels of resilience and instigating interventions as appropriate;
* Ensure principles of equality and diversity are embraced and underpin all work for employees and service users.

**Key Result Area – Job Specific*** Direct, control, oversee the implementation and review the effectiveness of business risk management activity across the Council;
* Recommend policy and strategy to Members and the Executive for the management of business risk to which the Council may be exposed;
* Advise on risk management improvements with support from the Corporate Risk Management group;
* Challenge risk assessments where appropriate;
* Present reports to diverse audiences with varying risk appetites and responsibilities, including Corporate Management Team, Cabinet and Audit Committee and Scrutiny Committees;
* Co-ordinate the identification and analysis of new and emerging risks and recommend processes for incorporating these into service planning and delivery processes;
* Advise project managers on the management of project and procurement risk
* Proactively engage with key Council partners to develop effective arrangements for managing partnership risks;
* Work closely with elected Members, senior management, service risk managers and audit managers to optimise the identification and communication of risk management issues;
* Support the Corporate and Service Grouping Management Team in their liaison with external partners when identifying and managing business risk;
* Support the Corporate Assurance Group’s responsibility to develop the Council’s Corporate Governance Framework and the preparation of the Council’s Annual Governance Statement as part of the Annual Statement of Accounts;
* Provide support to Audit Committee to facilitate the fulfilment of its duties and responsibilities;
* Establish a co-ordinated approach to the development and provision of risk management through robust working relationships with all Corporate Directors and their respective Heads of Service;
* Oversee risk management training of staff and elected Members;
* Chair the Corporate Risk Management Group
* Oversee Motor, Property and Casualty Insurance cover procurement / renewal exercises for the Council and external clients
* Support complex insurance case handling and oversee team workload to maintain high performance levels and ensure adequate cover at all times
* Manage resources in the Corporate Insurance Team.
* Overall management of the Council’s insurable risk portfolio
* Ensure effective use of both self-insurance and external insurance, to achieve value-for-money
* Represent the Council externally on insurance related matters in relationships with third party organisations and individuals.
* Lead on the procurement and renewal of insurance, broker and external claims handling services
* Oversee the use of the Council’s reserve set aside for self-funded claims
* Oversee the management of insurance claims against the Council
* Respond to various requests for Members to address the insurance and risk management issues they raise.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility of the post, as directed by the line manager. |

Section 2

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|  | **Corporate** | **Service** | **Method of Assessment** |
| **Qualification** |  | * Relevant professional qualification at degree level or equivalent; OR
* Risk management qualification; OR
* Institute of Internal Auditors (IIA) qualification; OR
* Chartered Insurance Institute (CII) qualification OR
* Management qualification; OR
* Business continuity qualification*.*
 | * Application form
* Selection process
* Pre-employment checks
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| **Experience** | * Experience of implementing and managing change and business transformation, proactively pursuing continuous improvement;
* Experience of successful strategic management and the formulation and delivery of strategic objectives, plans and policies;
* Proven ability to manage a significant budget and meet financial efficiencies;
* Working with Members and Senior Officers, advising on specialist areas of responsibility;
* Strategic level planning and people management, including motivation, engagement, empowerment, performance management and development;
* Experience of managing complex projects and matrix management;
* Experience of implementing and delivering partnership working with both internal and external partners.
 | * Demonstrable experience of working at a senior level in risk management in a large complex organisation;
* Experience in Corporate Governance, or Risk Management or;

all types of insurance claims handling within a local authority environment. * Experience of supervising and managing staff
* Excellent communications skills are required to promote and explain risk management, insurance and corporate governance to officers and members – including report writing within tight deadlines
* Engaging and influencing many different internal and external stakeholders
* Provide advice to various stakeholders, including Members, on dealing with risk and insurance related issues.
 | * Application form
* Selection process
* Pre-employment checks
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| **Skills and Knowledge** | * Project management, business transformation and change management skills;
* Ability to think analytically, strategically and creatively and to influence and manage change across management and professional boundaries;
* Understand and promote the application of digital technology to support and enhance service delivery;
* The ability to identify and exploit commercial opportunities for the benefit of the community and the council;
* Understand and apply the ‘One Council’ ethos and the values which underpin it;
* The ability to delegate effectively;
* Understand the strengths, motivations, aspirations and areas for development within the team and use this information to build resilience, manage talent and form positive working relationships built on trust which will empower, challenge and develop the team;
* Understand what constitutes good workforce planning and establish effective workforce planning arrangements which support medium to long term service delivery;
* Understand and apply the service design principles to ensure the most effective level of service delivery is maintained within the resources available;
* Problem solving and budget setting skills;
* Understanding of LEAN methodology;
* Political and cultural awareness and an understanding of the political context and environment of Local Government;
* Strong communication and presentation skills;
* Knowledge and understanding of Local Government statutory requirements.
 | * Thorough knowledge and understanding of relevant service legislation, best practice and contemporary issues.
* Thorough understanding of principles and best practice, theories and techniques involved in risk management or corporate governance or insurance and liability,
* Understanding of the principles and best practice involved in performance management, business continuity, assurance and internal audit, and their relationship to risk management and corporate governance
 | * Application form
* Selection process
* Pre-employment checks
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| **Personal Qualities** | * Professional in approach;
* Strategic thinker;
* Personal commitment;
* Flexible approach to work;
* Well organised and self-motivated;
* Resilient with strong self-awareness.
 |  | * Application form
* Selection process
* Pre-employment checks
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