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| **Job Description** | |
| **Post title** | Apprentice (Insurance & Risk Practitioner) |
| **JE Reference No** |  |
| **Grade** | Apprentice |
| **Service** | Resources |
| **Service Area** | Internal Audit and Corporate Fraud |
| **Reporting to** | The post holder will be accountable to Risk, Insurance & Governance Manager |
| **Location** | Your normal place of work will be County Hall, Durham, but you may be required to work at any council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

As an Apprentice (Insurance & Risk Practitioner), you will develop skills, knowledge and experience working in the Internal Audit, Risk and Corporate Fraud team.

You will learn and undertake training to give you the skills and competencies over the term of the apprenticeship to contribute to the administration of insurance claims, risk management processes and procedures, maintenance and provision of accurate and high-quality information relating to insurance claims, production of routine reports, provision of informed advice to customers, and delivery of an effective and efficient service.

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| **Duties and responsibilities** |

To learn and be given training in the required skills and responsibilities over the term of the apprenticeship to then be able to undertake the full range of duties listed below:

* To study and achieve the[**Level 3 Insurance Practitioner**](https://www.instituteforapprenticeships.org/apprenticeship-standards/insurance-practitioner-v1-2)during the duration of the apprenticeship.
* To contribute to the administration of insurance claims information.
* To assist in the management, maintenance, and provision of accurate, up-to-date and high-quality claims information on behalf of the Council.
* To develop the post holder to assist in the production of routine reports for the Council’s insurers regarding Employers and Public Liability claims.
* To support Insurance Officers in ensuring thorough investigation of claims has been completed to enable claims handlers to have all available information to decide liability.
* To develop an understanding of the risk management processes and procedures within the Council to support with reviewing the insurance in place or required to mitigate any risks.
* To deal with confidential and sensitive claims in a discrete manner.
* To develop the post holder to understand the Council’s insurance cover to provide informed advice to customers and service contacts.
* To develop the post holder to engage with key internal and/or external stakeholders, including but not limited to clients, solicitors, senior management, claims, brokers and third-party vendors.
* To provide prompt responses to communications on potential claims, and thereby ensuring that the Council does not breach statutory requirements.
* To support Insurance Officers in arranging the prompt payment of all claims-related invoices.
* To assist in maintaining accurate, up-to-date, and high-quality claims information on behalf of the Durham Police Authority and the Durham and Darlington Fire and Rescue Service.
* To ensure that consideration is given at all times to achieving best value and the most efficient ways of working.
* To participate in Internal Audit and Corporate Fraud Team discussions concerning operational business.
* Attend training as determined appropriate by the Council in relation to working practices and the apprenticeship programme.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

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 and the competence of the post as directed by your manager*.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Either have or expect to achieve 2 GCSE’s including Maths and English grades 9-4/A\*-C or equivalent qualification |  |
| Experience | * Experience of using IT | * Experience in an office environment * Experience of dealing with financial information * Experience of using Microsoft Office applications (e.g. Word, Excel) |
| Skills & Knowledge | * Good communication skills * Ability to work as part of a team * Ability to make decisions * Ability to problem solve * Good numeracy skills * Good IT skills * Good organisational skills * The ability to listen and follow instructions * Ability to study for a professional qualification |  |
| Personal Qualities | * A flexible approach to work * Respect and encourage diversity * Reliable and punctual * Attention to detail * Ability to work positively with others * Self-motivated |  |