

INSURANCE OFFICER – GO SHARED SERVICES

Based in Cheltenham

£29,625 - £31,359 per annum

+2% Shared Service Allowance

37 hours per week

GO Shared Services provides finance, insurance, human resources, payroll, health and safety, learning and development and procurement services to a number of local authorities and partners, namely Cheltenham Borough Council, Cotswold District Council, Forest of Dean District Council, West Oxfordshire District Council, Cheltenham Borough Homes Ltd and Ubico Ltd.

As the Insurance Officer you will lead a small team, providing a full insurance service, including the tender and negotiation of insurance contracts and premiums, claims handling and the maintenance of records, to ensure adequate insurance cover and arrangements are in place for all clients. You will provide insurance advice and claims management training to clients.

The ideal candidate will be proactive and confident with a minimum of 3 years relevant experience and a NHC/HDC/NVQ3 or relevant equivalent professional qualification (e.g. Certificate in Insurance, AAT) A high level of IT skills, particularly MS Excel, is required, as well as good communication, negotiation and leadership skills. Candidates must have a good eye for detail and have the ability to prioritise workloads and manage deadlines.

This role will be based in the Municipal Offices, Promenade, Cheltenham. The post holder will be expected to work across all clients on occasion and be able to travel to and/or work from any GO site when required. Access to a car or other means of transport is therefore essential.

We're becoming Publica

It's a busy and exciting time for us. In addition to recruiting some great new people, we are currently making preparations for becoming Publica which will launch in the Autumn.

What is Publica?

Publica is a newly established company with a ground breaking approach to delivering high quality services to our local communities on behalf of the Councils it serves. It has been set up by and is publicly owned by four councils: Cheltenham, Cotswold, Forest of Dean and West Oxfordshire (currently known as the 2020 Partnership) with the objective of delivering services to the public more efficiently. Employees from Cotswold, Forest of Dean and West Oxfordshire District Councils will transfer to the Publica Group of companies in the autumn. The rights of employees transferring to Publica will be protected under TUPE.

For further information on the post you should contact Daniel Tompkins, Insurance Officer on 01242 264294 or email him at Daniel.tompkins@cheltenham.gov.uk to find out more about this role.

For an application form and further details on how to apply, please visit www.cotswold.gov.uk. Completed applications should be returned to GO Shared Services, HR Team, Trinity Road, Cirencester, GL7 1PX or email vacancies@cotswold.gov.uk.

All successful applicants will need to provide evidence of their eligibility to work in the UK.

Cotswold District Council is committed to equality of opportunity and welcomes applications from all sections of the community.

Closing date: 31 August 2017 12 noon

Interview date: 15 September 2017



COTSWOLD
DISTRICT COUNCIL

COTSWOLD DISTRICT COUNCIL

JOB DESCRIPTION

Title:	INSURANCE OFFICER
Directorate:	GO SHARED SERVICES
Service:	GOSS: Finance, System Support and Procurement
Grade:	SO2
Responsible to:	Finance Manager
Responsible for:	Insurance & Accountancy Assistant (x1)
Liaison with:	<p>Within the Directorate: The GO Shared Services Management Team and others within Finance, Procurement, HR and Payroll</p> <p>Within the GOSS clients: Service users and managers at all levels across the GOSS client group (e.g. partner councils and other client and customers such as Cheltenham Borough Home Ltd, Ubico Ltd)</p> <p>Outside the GOSS clients: External Auditors, Consultants (e.g. Treasury advisors, VAT advisors, brokers), HMRC, Gloucestershire Airport, software suppliers, accountancy bodies, government departments, banks, insurers, PWLB., etc.</p>
Main purpose of post:	<p>Focussed on the provision and delivery of Insurance and cover to all GO Partners and GO Organisations, through effective, responsive processing activity.</p> <p>To assist with the day-to-day running of the Treasury Management and corporate accounting functions.</p>
Main activities:	<ul style="list-style-type: none"> - Customer liaison and support, working through others to ensure effective processing activity on all aspects of Insurance – planned, immediate and responsive. - To maintain records of policies, assets, risk schedules and premiums paid to insurance companies across all GO organisations. - To oversee and manage the Insurance budgets and allocation of premiums, across Cheltenham, Cotswold, Forest of Dean and West Oxfordshire Councils and other external clients. - To arrange and lead on the tender and negotiation of the insurance provisions for all of the GO Partner Council's insurance contracts and GO Organisations - To have day to day responsibility for the insurance team, including claims handling process with a view to ensuring that departments are effective in the completion of claims in order to satisfy legislation and best practice.

- To establish and maintain claims handling workshops across the GO partnership to guide staff through the claims handling process.
- To have day to day responsibility for the maintenance of the computerised claims handling systems (e.g. QLAS) and development of its reporting modules in order to provide a range of management information in respect of claims.
- Ensure the production and checking of data – for insurance purposes, performance and statutory reporting, and on request.
- To provide support and advice to the risk management teams to GO Partner councils, as required.
- Produce / create more complex reports - routine or ad hoc on request.
- Responsibility for the production of periodical and other statistical data and returns, for Government departments and other external bodies, including the compilation of data for benchmarking purposes.
- Ensure processes are effective and continue to be improved (working with others in Finance and Procurement to ensure standardisation of approach).
- Working to add value to, and be a valued member of the team, and to be valued by customers.
- To provide insurance training to Senior colleagues across all GO clients and to promote the importance of the insurance function.
- To be proactive in the implementation of the service delivery plan and the general development and services offered by GO Shared Services.

Other activities:

- To cover for the Senior Accounting Technician in all aspects of the Senior Accounting Technician role as required, including:
 - To supervise the Treasury Management function for all GO partners.
 - To manage the Accounting Technicians to ensure daily cash flow requirements are completed at all partner authorities.
 - The allocation of tasks to the treasury team
 - To be responsible for maintaining the GOSS clients' daily cash flow arrangements and associated records.
- To act as a point of contact for technical VAT-related enquiries
- Responsibility for the completion and timely submission of VAT returns.
- Instigate, lead on, and participate in team activities (team meetings, training etc)
- Carry out any other duties that may be required commensurate

with the general level of responsibility for the post.

- Conditions of service:**
- The post is subject to 2 months' notice on either side.
 - You may be required to travel for work / use a car. The Council reimburses travel expenses and pays a mileage rate for any authorised use of a private car for business purposes.
 - The post will be based at offices of one of the GOSS partner council sites. The location will be agreed as part of the appointment process.
 - The post is suitable for job sharing.
 - The postholder will be required to comply with the Council's Health and Safety and Equal Opportunities Policies.

PERSON SPECIFICATION

INSURANCE OFFICER

Requirements	Essential or Desirable	Method of Assessment
<p>Qualifications NHC/HDC/NVQ3 or relevant equivalent professional qualification (Certificate in Insurance, AAT, etc.)</p>	Essential	Application/certificates
<p>Experience</p>		
Experience of working with a computerised system (Finance / Insurance)	Essential	Application/Interview
3 to 5 years' experience working in an insurance or finance role.	Essential	Application/Interview
Experience of claims handling procedures and the insurance market (e.g. motor, public liability, employers liability, etc.)	Desirable	Application/Interview
A working knowledge of VAT and submitting VAT returns.	Desirable	Application/Interview
Experience of Treasury Management and daily cash flow calculations.	Desirable	Application/Interview
<p>Skills</p>		
Good level of IT skills - MS Office	Essential	Application/Interview
Communicates effectively at all levels (excellent verbal and written skills)	Essential	Presentation/application/Interview
Ability to deal with claimants, many of whom may be aggrieved, both via the telephone and in person.	Essential	Application/Interview
Achieves results through others	Desirable	Application/Interview
Is customer focussed, responsive, and co-operative with customers	Essential	Application/Interview
Is proactive/self motivated	Essential	Interview/references
Prioritises and meets tight deadlines, while maintaining speed and accuracy	Essential	Interview/references
Is flexible	Essential	Application/interview
Works together with employees, colleagues and customers to resolve problems and implement change initiatives	Desirable	Application/interview

Other

Ability to maintain confidentiality in accordance
with Data Protection

Essential

Interview

The CDC employee competencies apply to this role (see attached)