

Claims and Risk Administrator

Grade 5

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities.
- Be healthier and more independent for longer.

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Insurance Services is responsible for ensuring assets and liabilities are protected by insurance in line with risk appetite. In addition to the purchase of external insurance, this includes the management of self-insured schemes where necessary. As well as offering insurance advice and guidance to services, the team is also responsible for supporting a claims handling service either in-house

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or via an external claims handling company. This role is a fundamental part of the County Council's risk management arrangements.

About the Role

The role will involve logging and managing claims made by Third Parties against Staffordshire County Council from first notification of loss to settlement. You would be required to communicate with all parties such as the claimant, partners, insurance companies, independent contractors and legal representatives to ensure that claims are settled with the correct outcomes. You will be responsible for accurately capturing data throughout the process to assist the Risk and Insurance Manager in delivery of a robust Insurance Program and Risk management Service.

Reporting Relationships

Responsible to: Insurance Officer

Key Accountabilities:

1. Accurately record claims onto the appropriate claims handling database to ensure up to date claims data is available to monitor insurance funds and assess risk exposure.
2. Accurately gather supporting evidence to proceed with the liability decision making process within timescales set out in the civil procedural rules.
3. Handle claims from notification to settlement providing a quick and efficient service to SCC as the defendant against claims.
4. Record and administrate Insurance claims such as, but not limited to, Public Liability, Employers Liability, Property Indemnity, Fidelity Guarantee, Travel and Personal Accident.
5. Liaise with insurers, solicitors, loss adjusters, departments, and other partners on all claims where necessary and ensure compliance with legal protocols and internal procedures.
6. Provide administrative support to partners on basic risk management and insurance functions, to ensure efficiency of operational processes in line with KPI's which have been set out to meet departmental objectives.
7. Undertake duties of a similar nature as may be determined from time to time by the Risk & Insurance Manager.
8. All duties must be carried out in compliance with statutory and relevant legal requirements to avoid incurring unnecessary additional costs for SCC or it's Insurers on claims.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.




The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	Qualifications/Professional membership <ul style="list-style-type: none"> Insurance Foundation Test or relevant experience. Possess a minimum of 5 GCSE's grade C/4 or above, or equivalent (including Maths and English) 	A
	Knowledge and Experience <ul style="list-style-type: none"> Working within a team, preferably in an insurance claims role. Experience in using computer-based information systems including website maintenance. Experience in using Microsoft Office, Insurance Claims systems or equivalent software packages. Knowledge of good practice in office systems and insurance claims procedures. Understanding of the principles of providing a good quality service. Time management and organisational skills with an ability to work under pressure. Ability to work on own initiative. Knowledge of general insurance principles, practices and legislation, along with an understanding of insurance financing arrangements. 	A A/I/T
	Skills <ul style="list-style-type: none"> Ability to organise and manage a complex workload, achieving targets and responding flexibly to changing circumstances. Inclusive and proactive approach to dealing with customers and colleagues. Ability to work as part of a team. Excellent written, interpersonal and digital communication skills Computer literate with ability to use Microsoft 365, claims software, databases and spreadsheets. Analytical with good attention to detail Ability to work on own initiative with a minimum of supervision. 	A A/I/T

	<ul style="list-style-type: none"> Ability to travel independently across the Staffordshire County Council areas as required. <p>This post is designated as a casual car user.</p>	
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If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job center plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting
Talent & Resourcing Team 01785 278300