**Manchester City Council**

**Role Profile**

**Deputy Insurance and Claims Manager Grade 9**

**Audit and Risk Management Service, Corporate Services Directorate**

**Reports to: Insurance and Claims Manager**

**Job Family: Policy and Governance**

**Key Role Descriptors**

The role holder will support senior officers, Elected Members and stakeholders in the availability of high level policy advice, briefing and analysis in order to support the achievement of the authority’s strategic objectives.

The role holder will provide professional consultation, support and guidance for team members and colleagues to assist in professional decision making to support the achievement of strategic organisational objectives.

**Key Role Accountabilities:**

Provide high quality policy analysis and strategic advice to a range of recipients including the authority’s Senior Management Team, executive members, and relevant partnership boards.

Ensures the team work within statutory guidelines and maintain relationships with other teams, internal and external, to ensure the highest standard of service delivery in the achievement of the authority’s wider policy objectives.

Respond effectively to key risks, provide confidence and assurance where appropriate and identify opportunities for improvement through sound planning and delivery of work, understanding and evaluation of risks, effective communication and persuasion.

Support and provide expert advice to stakeholders within the organisation to ensure quality customer focused services are delivered to high performance and quality standards**.**

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure the Council adopts and maintains best practice in areas of specialism, providing ad hoc advice where necessary

Roles at this level may be required to manage a range of assigned resources. Staff management duties may be either through direct line management (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The roleholder will be expected to effectively co-ordinate resources to support the principles of ‘joined up’ response.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio**

This role is part of the Insurance and Claims Team, within the Audit and Risk Management Service and the roleholder will work with peers and colleagues to support the achievement of overall service and team objectives.

The role holder will deputise for the Insurance and Claims Manager as required to support resilience and service continuity.

The role holder will manage and provide professional insurance and claims investigation services, working effectively with the Insurance and Claims Manager, key clients and colleagues in developing and delivering a programme of planned and responsive work for Manchester City Council and external clients, including Bolton Council and the GM Combined Authority.

A good understanding of the business activity, strategy, and objectives of the Council, will enable the role holder to respond effectively to key risks and provide support and guidance where appropriate. The role holder will directly support the Insurance and Claims Manager to identify opportunities for improvement in the Council’s risk financing arrangements to ensure they are efficient, effective and represent optimum value for money; and ensure that lessons learnt from emerging claims within the Council and from wider knowledge and awareness of industry trends inform effective risk management. Improvement is achieved through sound planning and delivery of work, understanding and evaluation of risks, technical competency and effective communication and persuasion.

The roleholder will use analytical skills to interpret complex information to identify risk and other implications for clients / stakeholders. They will be solution focussed always looking positively for ways in which client /stakeholder outcomes can be achieved alongside the organisational requirement for effective risk management and risk financing.

They will apply negotiating and influencing skills to achieve the best possible outcomes and apply awareness of legal requirements, policies and procedures to ensure compliance with professional standards and stay ahead of developments and the impact this may have on risk insurance arrangements.

The will maximise service impact and efficiency through co-operation and joint working within the team, Audit and Risk Management service, services across the Councils and with key stakeholders and partners.

**The key responsibilities include:**

* Actively supporting the Insurance and Claims Manager in the development and delivery of the Council’s risk based approach to insurance provision and risk financing including effective management and development of the Council’s insurance portfolios and monitoring and control of insurance funds, reserves and provisions. This includes reviewing potential changes to the insurance programme to address the Council's changing needs and requirements, considering market trends and best practice to achieve best value.
* Managing the commissioning, procurement and management of insurance policies, brokerage, fund reviews and other relevant specialist insurance and claims-related contracts as required in line with Council Financial and procurement regulations.
* Managing budgets to ensure the costs of policies, claims, invoices and accounts for insurance expenditure are maintained appropriately and financial risks are identified and reported to the Insurance and Claims Manager and key stakeholders. This provides intelligence to aid decision making and financial reporting.
* Supporting the Insurance and Claims Manager and the Team in developing and maintaining best risk management, insurance and claims investigation practice, systems and processes across the team, applying legislative and good practice standards in the design and delivery of services and in the development of guidance and self service capabilities for colleagues and customers.
* Ensuring that financial risks linked to insurance and claims are appropriately understood and are reflected within financial systems and financial reporting. Analysing and interpreting claims data to inform decision making and lead the commissioning of actuarial valuation reports. Utilising information and intelligence on claims and incidents, to inform lessons learned and risk management arrangements.
* Overseeing risk reduction programmes and ensuring any risk improvement actions imposed by the Service or by insurers are actioned by client departments or mitigating measures put in place to protect the Council assets.
* Undertaking and supporting investigations into high risk / high value claims and incidents in line with service standards and systems, organisational policies, good practice and compliance with insurance policy conditions. Presenting evidence and responses to claims to other officers, insurers and as part of legal processes as required.

**Key Behaviours, Skills and Technical Requirements**

**Generic Behavioural**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication**: Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood. Ability to advise others and deal with sensitive issues in difficult situations inside and outside own area, negotiating riskier demands.
* **Analytical**: Ability to identify patterns and trends that may impact on decisions and propose realistic conclusions identifying the risks and any assumptions made. Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.
* **Planning and Organising**: Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
* **Problem Solving and Decision Making**: Ability to think laterally and take into account the root cause of a problem and the client / organisation-wide consequence of decisions made. Strong decision making skills with the ability to resolve complex issues in a pressurised environment.
* **ICT**: Ability to use multiple applications, systems and associated software packages. Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.to the business
* **Financial:** Ability to plan, forecast and monitor expenditure against budget, investigates variances and takes timely action to address significant deviations. Ability to work confidently with financial data when making decisions: interpret trends, issues and risks in routine financial appraisals.
* **Commercial:** Demonstrates sound business intelligence and ability to identify commercially viable opportunities and secure value for money in service delivery. Skills to develop and manage contracts with suppliers to meet key performance indicators and agreed targets.
* **Strategic Thinking**: Ability to contribute to the development, implementation and evaluation of strategy to shape future plans.
* **People management**: Ability to secure and direct resources to fulfil work requirements over a wide service area, motivating, guiding and coaching others towards accomplishment of objectives/tasks.

**Technical requirements (Role Specific)**

Level 3 qualification in insurance or equivalent skills acquired through demonstrable experience in delivering the requirements of the role.