

Job Title	Insurance Manager
Salary Grade	M
Directorate/Service	Resources Finance
Accountable to:	Strategy and Commissioning Manager (Pensions, Treasury, Audit, Insurance, and Risk)
Accountable for:	Contributory responsibility – annual insurance external premiums plus self-insurance recharges of approximately £3m p.a.  Direct responsibility for £90k salary budgets.
Politically restricted post	No

### Context

You will play an active role as part working with Delivery Leads or Lead Commissioners to deliver our organisational outcomes.

As the technical specialist you will provide a high level of expertise in your professional discipline. You will design and shape solutions to achieve the service delivery plans or commissioning intentions.

You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary section and customers.

### Specific role assignment

<b>Subject Area responsibilities</b>	<p>Responsible for:</p> <p>Managing insurance cover for Warwickshire County Council, and also for external customers, including other local authorities.</p> <p>Establishing, arranging, monitoring, and reviewing a cost-effective insurance programme.</p> <p>Managing and delivering insurance services to third parties in accordance with agreed contracts.</p> <p>Management of a trading budget in relation to the income and expenditure associated with insurance services provided to third parties.</p> <p>Optimising the Council's risk financing strategy to maintain the most appropriate balance between internal risk financing and the costs of external insurance protection.</p> <p>To ensure appropriate insurance services are contracted for and</p>
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	<p>that they meet statutory and regulatory requirements.</p> <p>Providing information and support to the council's internal insurance funds ensuring their continued financial viability.</p> <p>To handle the negotiation and settlement with insurers of non-liability insurance claims.</p> <p>To provide support, guidance, and advice to council officers and members on insurance related matters, being the Council's lead subject matter expert in this area.</p> <p>To oversee the risk management reporting processes undertaken by the Insurance Officer.</p>
<b>Statutory responsibilities (if applicable)</b>	Responsible for ensuring that insurance services comply with best professional practice and statutory/regulatory requirements.
<b>Specific experience</b>	<p>Up-to-date knowledge of relevant insurance codes of practice, legislation, and other developments affecting the county council, local government in general, and the insurance profession.</p> <p>Extensive and detailed knowledge of the insurance arrangements required by a large local authority providing a diverse range of services, particularly (but not only) relating to property and casualty risks.</p> <p>Extensive practical experience of providing advice on insurance issues and managing insurable risks at a senior level in a large complex organisation, ideally a local authority.</p> <p>Practical experience of using electronic claims management systems.</p>
<b>Specific qualifications/and registration</b>	Achievement of, or studying towards, membership of the Chartered Insurance Institute.
<b>FTE responsibility (line management)</b>	1 (Insurance Officer)
<b>Key stakeholder relationships</b>	<ul style="list-style-type: none"> <li>• Warwickshire County Council senior managers</li> <li>• Client managers and other staff within third party clients that services are provided to on a trading basis</li> <li>• Legal services</li> <li>• Corporate finance</li> <li>• Insurance brokers</li> <li>• Regional and national professional peers</li> </ul>

### Generic capabilities of the role

Generic Capability	Descriptor
Strategic thinking & planning	<ul style="list-style-type: none"> <li>• Identification and design of solutions to meet business requirements for the service(s)</li> <li>• Contribute to short term (1 year) strategies and plans to meet demand for the service(s)</li> <li>• Use of insight, best practice and research to achieve service outcomes</li> </ul>

- Contribute to the commissioning intentions, key business measures and plans based on demand for the short term (1 year)
- Contribute to the 1 year delivery plan in conjunction with the delivery teams
- Contribute to the development of policies
- Ensure that insight, best practices, market research and trends are considered in the commissioning intentions.
- Create, identify and respond to opportunities to support the delivery of organisational outcomes.
- Encourage the development of new solutions to meet future organisational needs.
- Understand, articulate and implement best practices related to area of expertise

Generic Capability	Descriptor
Innovation & change	<ul style="list-style-type: none"> <li>• Focus on new ideas, improvement and innovation</li> <li>• Problem solver</li> </ul>

- Undertake periodic review(s) of technical specialism to maintain market awareness, identify areas of improvement, emerging thinking, legislative / regulatory changes
- Support the development of options appraisals to assess the most suitable means of achieving service outcomes.
- Solve complex technical problems effectively and quickly, via insightful diagnosis
- Shape long term solutions to meet service requirements
- Act as an agent and leader of change
- Demonstrate active engagement in improving organisational performance
- Provide expert advice to those engaged in activities where the technical specialism is applicable

Generic Capability	Descriptor
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Influence & relationship management	<ul style="list-style-type: none"> <li>Relationship development and management</li> <li>Influence and shapes the market</li> <li>Thought leader</li> <li>Collaborative working</li> </ul>
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- Develop and maintain professional networks
- Support the development of key partnerships
- Increase the expertise of others to apply specialist knowledge leading to increased organisational capability.
- Support the shaping and influencing of the market
- Support any required consultation activities

Generic Capability	Descriptor
Finance & commercial	<ul style="list-style-type: none"> <li>Effective budget setting and monitoring</li> <li>Contract negotiation and commercial partnership management</li> <li>Quality monitoring and measurement</li> <li>Oversight of contract set up, establishment and ongoing monitoring</li> </ul>

- Manage budgets in line with commissioning outcomes, including commercial and trading targets
- Take action where the performance of providers is unsatisfactory
- Ensure compliance to the specific statutory, compliance, contract, practice and performance frameworks
- Support the Delivery Manager in contract set up, establishment and management
- Manage the decommissioning of contracts where applicable

## WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

## Our Values – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy

## Our Behaviours



do what  
we say



move with  
purpose  
and energy



focus on  
solutions



help people  
and  
communities  
to find their  
own solutions



build strong  
working  
relationships



be the  
best we  
can be

**Strategy...** the direction we will take to achieve our outcomes



**Plan...** what we will do to achieve the strategy



**Commissioning...** the process of how we will plan, purchase and monitor our services



**Strategic Commissioning...** the process for understanding, planning and delivering services to achieve the best outcomes



**Operational Commissioning...** the process for meeting need at an individual level or to a specific group



**Delivery...** providing services to our customers

