Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Claims Administrator	JEID	B0013
Salary Grade:	Scale E		
Team:	Claims Team, Warwickshire Legal Services		
Service Area:	Resources Directorate		
Primary Location:	Shire Hall, Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Claims Team Leader		
Responsible for:	N/A		

Role Purpose

1. To provide clerical, administrative and finance support to the Claims Team.
2. Assist in the maintenance, development and updating of all case management and other administrative systems for the Claims Team.
3. To ensure that claims are handled efficiently and expeditiously.

Role Responsibilities

1. To provide administrative support to all staff within the Claims Team including photocopying and scanning documents.
2. Maintaining and updating all systems, including team databases, spreadsheets, records and various statistics.
3. The preparation of copy documents and files to comply with court rules and deadlines.
4. Maintaining and processing of invoices, claim payments and VAT invoices. Liaising with Finance as necessary and ensuring invoices are paid within deadlines.

5. Inputting of and carrying out intial set up of all new claims onto the claims handling system and associated tasks in line with laid down timescales and guidelines.

6. Distribution and collection of incoming and outgoing post, including the processing of boxes that come in to or need to be sent out of the office.

7. Dealing with telephone calls, including transferring calls and taking messages.

8. Managing the claims team closed and archived filing systems in accordance with laid down procedures and guidelines.

9. Dealing with or assisting on motor claims as allocated and directed by Team Leader or nominated deputy.

10. Arranging for repair of vehicles insured under the motor fund in accordance with agreed procedures. Liaise with third parties, insurers and chase up recoveries on motor claims as appropriate.

11. Dealing with or assisting on straightforward liability claims as allocated and directed by Team Leader or nominated deputy.

12. Obtain information and documents to assist with the claims handling process, to comply with claims handling procedures and civil procedure rules where applicable.

13. Liaison with insured departments, third parties, insurers and partners as appropriate, to include explanation of procedures, processes and provide advice.

14. Effective use of the diary system to manage the claims handling process.

15. Provide data, statistics and information as requested to assist insured departments with risk management initiatives.

The Head of Law and Governance and their nominated representative may revise the work undertaken by the postholder after discussion with them to ensure the role suits the needs of the service.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

	Assessed By:
Good general standard of Education	A, T
Aptitude for accurate and efficient work	A, I, T
Computer experience preferably Windows and Excel	A, I
Ability to work on own initiative as well as part of a team	I
Ability to deal with enquiries in a helpful and effective manner (including on telephone)	A,I
Able to prioritise work	I
Reliable and motivated	I
Emotionally resilient	I
Ability to get on with customers and colleagues and partners	A, I
Good verbal and written skills and an ability to deal with enquiries helpfully and effectively	A, I

Desirable Criteria

	Assessed By:
Relevant experience in an insurance or legal field in relation to motor or liability claims handling	A, I
Knowledge of computerised claims handling system	A, I
Manual Handling	I
Previous office experience	A
Previous financial experience	A

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all

significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.	
☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
X Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☐ Restricted postural change – prolonged sitting
☐ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	X Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☐ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors
X Significant use of computers (display screen equipment)	☐ Work with vulnerable children or vulnerable adults
X Undertaking repetitive tasks	☐ Working with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	☐ Face-to-face contact with members of the public
☐ Other (please specify):	