

	Sub-section	Content
1	Preliminaries	<ul style="list-style-type: none"> - <i>Post title: Insurance Claims Manager</i> - <i>Reports to: Insurance Manager</i> - <i>Pay grade / salary: xxx</i> - <i>Sector: xxx</i>
2	Relationships	<ul style="list-style-type: none"> - Responsible to <i>Insurance Manager</i> - Responsible for <i>None</i> - Important Functional Relationships <i>Assistant Director – Finance</i> - Important External Relationships <i>Organisation’s Insurance Companies & Insurance Brokers, Organisation’s Solicitor</i> <i>Loss adjusters</i> <i>Senior Management in all departments</i> <i>Claimants and their representatives.</i>
3	Main purpose of the job	<ul style="list-style-type: none"> - <i>Provision of an efficient and effective insurance claims service. This includes ensuring that all claims related matters are dealt within the timescales imposed by statute and all monies due to the organisation arising from material loss are maximised and recovered without undue delay.</i> - <i>Provision of specialist advice and support for all insurance related matter, including the organisation’s risk management process.</i> - <i>Ensuring that all departments are aware of the insurance implications of their activities.</i>
4	Main responsibilities / Duties of the job	<ul style="list-style-type: none"> - <i>Responsibility for the administration of all insurance claims and associated queries. This involves considerable contact with insurers, loss adjusters, solicitors, brokers, claimants or their representatives, relevant Departments. This often involves dealing with distressed or aggrieved claimants face to face and over the telephone, in addition to generating own correspondence on contentious issues and providing reports and advice to senior management where necessary.</i> - <i>Negotiating the settlement of all the organisation’s material loss claims including theft, major fires and fidelity guarantee, with reference to the Insurance Manager and Assistant Director - Treasury Services where appropriate.</i> - <i>Maintaining the computerised claims/loss recording system and developing information with particular regard to allowing proper risk analysis to be undertaken</i> - <i>Provision of professional advice to members, senior management and departments of the organisation on all aspects of insurance practice and law, including preparation of reports and advice notes as required.</i> - <i>In conjunction with Insurance Manager, attending meetings and seminars relating to insurance, and alerting senior management to developments in the field of insurance particularly as it affects the industry sector in which the organisation operates.</i> - <i>Assisting with the development of the organisation’s risk management process, particularly by promoting awareness of the importance/benefits of this function through active participation in appropriate working parties/groups.</i>

- Effecting training/briefing sessions for staff at all levels.
- Reviewing claims procedures with Insurers and Brokers.
- Effecting recoveries against third parties.
- Provision of the agreed quarterly performance measures to Assistant Director - Treasury Services/ Director of Finance.

5.	Person Specification	Main Criteria		
		Education / Qualifications	Essential Criteria	Desirable Criteria
		Experience		
		Skills, Knowledge and Abilities		
		- Educated to GCSE / O Level standard or equivalent	- Chartered Insurance Institute qualification	
		- Dealing with the general public in person, by telephone and through correspondence. - Working in an office environment.	- Working within a small team	
		- Able to communicate effectively in good clear language with claimants & their representatives, insurers & loss adjusters & colleagues. - Able to generate all own correspondence with the above. - Able to deal sympathetically and calmly with distressed members of the public. - Able to organise and prioritise own workload. - IT Literate	- Insurance claims administration - Understanding of the sector's insurances. - Understanding of risk management issues. - Knowledge of liability insurance and pre-litigation protocols. - Knowledge of insurance principles and practice.	

	Sub-section	Content
1	Preliminaries	<ul style="list-style-type: none"> - <i>Post title: Group Insurance Claims Manager</i> - <i>Reports to: Group Insurance Manager</i>
2	Purpose of the role	<ul style="list-style-type: none"> - <i>Provide organisation and all divisions with strategic insurance claim management and advice.</i> - <i>Manage all claims via the various suppliers in a cost-effective manner and assist the divisions in identifying ways to reduce claim numbers and average values.</i> - <i>Assist the Group Insurance Manager as required.</i>
3	Key Responsibilities	<ul style="list-style-type: none"> - <i>Support of the organisation's business objectives</i> - <i>Adherence to the Corporate Governance standards, the Risk Management Policy and all related risk analysis and investigation procedures flowing from this policy and the Insurance Claim Procedure.</i> - <i>Manage claims in accordance with the organisation's policy</i> - <i>Hold quarterly large claim review meetings with brokers/insurers/loss adjusters and stakeholders</i> - <i>Attend ad hoc claim meetings and audits as required</i> - <i>Monitor service providers KPIs</i> - <i>Provide management information</i> - <i>Attend initial site visits and claim meetings with loss adjusters for all claims with a value in excess of xxx</i> - <i>Quarterly audits of motor and liability claims, half yearly audits of all other claims</i> - <i>Manage uninsured loss motor claims recoveries and audit providers half yearly</i> - <i>Liaise with chosen service providers and colleagues on any issues affecting their department</i> - <i>Monitor the Claims Manager and assist as required</i> - <i>Deal with daily correspondence – electronic and paper</i>
4	Knowledge and experience	<ul style="list-style-type: none"> - Essential <i>Comprehensive knowledge of all types of insurance claims</i> <i>Comprehensive knowledge of insurance policy wordings</i> <i>Financial awareness i.e. the impact of claims on cash-flow</i> - Desirable <i>Qualified to CII</i> <i>Good computer skills including working in Excel</i>
5	Key Attributes	<ul style="list-style-type: none"> - <i>Commercial awareness</i> - <i>Negotiation skills</i> - <i>Ability to meet deadlines</i> - <i>Ability to work effectively with colleagues and service providers at all levels</i> - <i>Presentation skills</i>
6	Health and Safety Responsibilities	<ul style="list-style-type: none"> - <i>Ensure organisation's safety arrangements and procedures are followed at all times.</i> - <i>Report any apparent deficiencies in systems of work or equipment provided, that may present an unnecessary danger or risks to health and safety.</i> - <i>Use all work equipment properly and in accordance with training received.</i>

		<ul style="list-style-type: none"> - Report any accidents, near misses and cases of ill health to your line manager. - Assist the organisation during investigations of accidents and safety related incidents. - Work safely at all times giving due consideration for the safety of others. - Notify management of safety training needs. - Assist the organisation in improving safety systems and performance through consultation, co-operation and communication. - Inform manager of any physical or mental condition that affects your ability to work safely. Awareness of office practices and procedures.
7	Relationships	<ul style="list-style-type: none"> - Reporting to the Group Insurance Manager - Support the Group Insurance Manager with: <ul style="list-style-type: none"> The claims team in the external insurance adviser The external claim managers The various lawyers and other specialists involved in claims. - Support to all divisions of the organisation - Support the senior colleagues on the board of the organisation's captive - Liaison with the managers of the captive and their actuaries.

	Sub-section	Content										
1	Preliminaries	<ul style="list-style-type: none"> - Post title: Group Insurance Claims Manager - Reports to: Head of Group Insurance - Generic job title: xxx - Grade: xxx - Location: xxx 										
2	Job Purpose	<p>Support the Head of Group Insurance in:</p> <ul style="list-style-type: none"> - The global claims process - Project manage large complex claims - Provide advice, support and guidance to the businesses - Manage external relationships with service providers including Claims Handlers, Loss Adjusters, Insurers (including the Captive Insurance Company), Solicitors, and Brokers 										
3	Key Accountables	<ul style="list-style-type: none"> - Manage the Claims Handler relationship and other stakeholders, monitoring performance and undertaking quarterly reviews as required. - Interfacing with the businesses to provide claims advice guidance and education as required, and deliver key claims training/education programmes throughout the organisation to assist with the mitigation of risk, including Joint Ventures. - Take the lead and programme manage large/complex claims, organising resource as required. - Provide regular feedback to Insurance department on significant risk issues arising from claims and work with other divisions as necessary. - Be responsible for the development of claims management reporting in conjunction with Claims Handlers. - Be responsible for the overall claims process ensuring continuous improvement and adherence to process. - When dealing with claim queries, ensure that terms and conditions of global insurance policies are complied with by the businesses so that policies are not invalidated. - Act as Captive Insurance Company interface on claims issues. - Monitor progress to settlement of all claims including legacy claims. - Manage subordinates as necessary. 										
4	Key experiences and qualifications	<ul style="list-style-type: none"> - Degree or other professional qualification - International experience - Experience in a variety of business roles - Knowledge of claims handling and the insurance market is preferred - Demonstrate ability to advise and communicate effectively on complex issues with all management levels 										
5	The Company's Behavioural Competencies and Levels	<table border="1"> <tbody> <tr> <td>Integrity and trust</td> <td>Level 3</td> </tr> <tr> <td>Decision Quality</td> <td>Level 3</td> </tr> <tr> <td>Interpersonal Savvy</td> <td>Level 3</td> </tr> <tr> <td>Planning</td> <td>Level 2</td> </tr> <tr> <td>Dealing with ambiguity</td> <td>Level 3</td> </tr> </tbody> </table>	Integrity and trust	Level 3	Decision Quality	Level 3	Interpersonal Savvy	Level 3	Planning	Level 2	Dealing with ambiguity	Level 3
Integrity and trust	Level 3											
Decision Quality	Level 3											
Interpersonal Savvy	Level 3											
Planning	Level 2											
Dealing with ambiguity	Level 3											

		<i>Business Acumen</i>	<i>Level 2</i>
		<i>Priority Setting</i>	<i>Level 2</i>
6	<i>Functional/Technical Competencies and Levels</i>	<i>Knowledge of the Insurance Industry, Markets and products and the Company's Insurance Programmes</i>	<i>Level 3</i>
		<i>Claims Management and Process</i>	<i>Level 4</i>
		<i>Insurance Policy Interpretation and Analysis</i>	<i>Level 3</i>
		<i>Risk and Insurance Advice</i>	<i>Level 2</i>
		<i>Financial Awareness and Application to Insurance</i>	<i>Level 1</i>
		<i>Report Writing and Written Communication</i>	<i>Level 3</i>
		<i>Situational Acumen</i>	<i>Level 3</i>
7	<i>Role Specific Variations</i>	<i>- none</i>	
8	<i>Role Specific Dimensions</i>	<ul style="list-style-type: none"> - <i>To provide a global Insurance claims service that is culturally complex.</i> - <i>Be able to communicate and advise at all levels within the organisation</i> - <i>Understand in depth the extent of the organisation's products and risk exposures</i> - <i>Complexity of product range</i> - <i>Role will encompass management of 1 direct report.</i> - <i>Be able to advise the businesses on financially large and complex claims issues</i> - <i>Project manage large complex claims.</i> - <i>Manage the service of over xxx open claims at any one time</i> - <i>Able to work extended hours on a regular basis and be able to spend one or two nights away periodically</i> 	