Assistant Insurance Officer
Registrar’s and Planning Directorate

Closing date: 27 August 2018
Interview date: 18 September 2018
Vacancy reference: 6909
INTRODUCTION

The Health, Safety and Security Department within the Registrar’s and Planning Office are pleased of offer this exciting opportunity for the successful candidate to join this small proactive and diverse team delivering professional support services across the institution.

This vacancy is for the post of Assistant Insurance Officer reporting to the University’s Insurance Officer.

You will provide a full range of insurance services and activities including managing and building relationships with Insurers and Brokers. You will also provide advice and guidance to Academic and Professional Support Directorates and provision the identification of new and emerging insurable risks. The promotion and implementation of good risk management are key aspects of the role.

You will also provide a quality, customer focused service within a diverse, growing and complex organisation, ensuring the highest levels of service provision and delivery in support of University, Departmental and Business Objectives.

You will be educated to A level standard or equivalent experience/qualifications. You should have a relevant insurance related qualification and/or demonstrable insurance experience (with preferred and current membership of a relevant professional body).

You will be supported in attending relevant training and Continuing Professional Development (CPD) courses in order to stay abreast of the latest developments.
Main purpose of the role

To deputise for the Insurance Officer as appropriate and as part of the Health, Safety and Security Department to support the Insurance team in delivering a professional and resilient insurance service to the University.

You will contribute to the effective operational management of the insurance portfolio and manage insurance related claims in accordance with the requirements of the University and Insurers.

You will also provide advice and support on insurance issues to stakeholders and customers at all levels and lead/contribute to projects to develop the efficiency and effectiveness of insurance processes and procedures.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- Provide advice and support on insurance matters to staff and students
- Assist other members of HSSD on insurance provision in tenders, contracts and other arrangements
- Contribute to the delivery of training workshops, guidance and awareness initiatives on insurance policies, legislation and practices
- Collaborate with external stakeholders (e.g. Northern Universities Insurance Group (NUIG), the British Universities Finance Directors Group (BUFDG) regarding the University’s approach and management of insurance policies, legislation and practices
- Assist in the management of the insurance portfolio on a day-to-day basis
- Act as a point of contact for internal stakeholders providing advice on the University’s insurance policies and their inter-dependencies to ensure understanding in relation to faculties and support department activities, claims or potential claims
- Act as a point of contact for the University’s insurance brokers and insurers including seeking advice, clarification of policy wording and claims
- Assist with the planning and liaison with internal and external for data gathering and analysis for the renewal of insurance policies
- Administer the processing and monitoring of insurance related claims including recording, preparing and providing information. This will include consulting with internal and external stakeholders including insurers, brokers, solicitors, claims investigators and loss adjusters
- Maintain information on claims and other activities, providing analysis of data and reports on claims, actions taken and recommendations
- Maintain and support the University’s Business Travel Log including the checking and monitoring of travel related risk assessments (seeking supportive advice from colleagues in HSSD as appropriate)
- Contribute to the generation and collation of data and statistics for Management Reports on a regular basis
- Keep abreast of changes to legislation, recommended good practice and University requirements as appropriate
- Pro-actively engage with colleagues across the University at all levels to inform own understanding of corporate/faculty/directorate developments that may have insurance implications
- Maintain external relationships with the insurance brokers and, where necessary, with insurance companies.
## PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential/Desirable</th>
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<tr>
<td>Educated to A level standard or equivalent experience/qualifications with relevant experience</td>
<td>Essential</td>
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<td>Member of a professional based insurance and or equivalent related organisation (for example, Northern Universities Insurance Group – NUIG or Insurance Institute - II).</td>
<td>Desirable</td>
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<td>CII qualified/part qualified or willing to pursue relevant qualification</td>
<td>Desirable</td>
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<tr>
<th>Knowledge</th>
<th>Essential/Desirable</th>
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<tr>
<td>Demonstrable operational knowledge of all aspects of Insurance management and liabilities</td>
<td>Essential</td>
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<td>Thorough knowledge of the administration systems and practices used in a busy office</td>
<td>Essential</td>
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<td>Proficiency in the use of Microsoft Office packages/systems</td>
<td>Essential</td>
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<th>Skills, abilities and competencies</th>
<th>Essential/Desirable</th>
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<td>Ability to communicate effectively in writing and orally with a wide range of people</td>
<td>Essential</td>
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<td>Ability to identify practical solutions to problems and explain them simply to other parties</td>
<td>Essential</td>
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<td>Ability to maintain accurate data and competency in developing databases and spreadsheets</td>
<td>Essential</td>
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<td>Appropriate skills to assist with the delivery of workshops and awareness training to a range to groups including staff, students and contractors with respect to insurance and covers</td>
<td>Desirable</td>
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<td>Applying insurance legislation in a variety of workplace settings/environments</td>
<td>Desirable</td>
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<th>Experience</th>
<th>Essential/Desirable</th>
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<td>Experience of reviewing needs and requirements against the policies available</td>
<td>Essential</td>
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<td>Experience of working in an insurance role liaising with brokers and underwriters</td>
<td>Essential</td>
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<td>Experience of building successful working relationships with a range of stakeholders</td>
<td>Essential</td>
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<td>Administering insurance policies including advising stakeholders on policy provisions</td>
<td>Essential</td>
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<td>Experience of processing claims and dealing with confidential/sensitive information</td>
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<th>Personal Attributes</th>
<th>Essential/Desirable</th>
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<td>Ability to work flexibly, to tight deadlines and to take the initiative when required</td>
<td>Essential</td>
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<td>Ability to work as part of a team and job share when necessary</td>
<td>Essential</td>
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<td>A diplomatic and professional approach in dealing with a wide range of people</td>
<td>Essential</td>
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THE DEPARTMENT

The Health, Safety and Security Department (HSSD) comprises a small but diverse team providing a range of specialist professionals, covering health, safety, occupational training, insurance services, security services, fire safety, radiation, laser safety and biological sciences.

HSSD provides a wide range of in-house specialist support to all members of the University community. The Department comprises professionally qualified and accredited staff from a variety of key safety and security related disciplines, including specialist roles such as radiation safety, biosafety, fire risk assessment, business continuity and Insurance. The Department aims to provide practical, pragmatic support that enables all stakeholders to work effectively towards the University’s stated aims of academic and research excellence, whilst demonstrating best practice in its safety and security procedures.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages
THE CITY AND THE REGION

The City of York
Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment
York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools
Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location
York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire
The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6909
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 27 August 2018

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to Matthew Cox at matthew.cox@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835