



**Job Title:** Insurance Officer  
**Grade:** 5  
**Salary:** £25,138 to £29,605 per annum  
**Department:** Insurance and Risk, Estates and Campus Services  
**Hours/Contract:** Full time or job share considered, Permanent  
**Job Family:** Management and Administration  
**Reference:** 10070

### Role Purpose

- To provide an integral and critical role within the insurance and risk management service to the University in a professional, expert and confidential role.
- Overall responsibility for managing the departmental travel and motor accounts including negotiation and settlement of claims arising.
- To provide technical specialist advice, support and facilitation of all classes of insurance cover to schools/departments.
- To assist and contribute to the negotiation and administration of the university's insurance portfolio.
- Provide analysis and breakdown of claims figures for the University. Report on trends arising from analysis with recommendations to the Insurance and Risk Manager for further action, including change of cover and excess levels and risk management strategies, as necessary.
- To maintain the Insurance Team Fine Art Register
- To deputise for the Insurance and Risk Manager

### Resources Managed

- The universities annual insurance spend is c£1.8m.
- The portfolio of the buildings sum insured is £1.4bn with contents of £426m.
- The current motor fleet has 75 vehicles with circa 4000 hire days in addition
- Travel insurance is arranged for circa 2250 staff and students annually.
- The Unit handles approximately 150 Insurance claims in any one financial year of which over 50% are travel and motor related.
- Analyse claims data and recovery by using accounting software package, excel and access databases and provide appropriate reports for insurance and underwriting purposes, providing statistics and identifying trends.

### Main Duties and Responsibilities

- Handle claims for travel, motor and some property losses for staff, students and any visitor or contractor to the University. From first point of contact through to negotiation, administration and settlement using a personal delegated authority level from Insurers.
- On-going development, improvement and maintenance of the claims database. These statistics are vital in order to obtain a competitive renewal premium with appropriate cover.





- Process and provide advice on a wide range of insurance requests drawing on in-depth knowledge of the university's insurance portfolio (predominantly travel, motor and property insurance but will include other classes of insurance). Having an excellent working knowledge of the insurance contracts and an understanding of agreed policy terms, conditions and exclusions. Having the expertise to recognise when issues need to be referred to insurers or can be handled using delegated authorities.
- Liaise with insurers/brokers to obtain specific insurances and provide appropriate informed advice in order to resolve departmental specific and unique queries and requirements.
- Assist with the compilation of data and documents required prior to the annual insurance renewal for the placement of the university's insurances. Ensure this is carried out to a previously agreed high standard, adhering to necessary timescales for both OJEU procurement and Insurer's requirements.
- Maintaining the University motor fleet records authorised driver details and hire vehicle details in order to ensure the University is compliant with the legislation and produce statistics.
- Publicise and market the function of the insurance office to all departments, giving information and advice on the services provided. This is done proactively by face-to-face meetings to discuss risks and exposures with departments and by dissemination of information in response to specific queries.
- Deputise for Insurance Manager at various scheduled meetings

#### Internal and External Relationships

##### Internal

- Manage the Motor Fleet Insurance Requirements of the various departments
- Build and maintain relationships with the administrators in the various schools as colleges and discuss the areas of primary focus
- Give Presentations to Students travelling abroad about the cover provided under the Travel policy and reasonable precautions they can take to minimise incidents

##### External

- Recovering Property Damages from liable Third Parties
- Submission of Cover Query Referrals to our Insurance Brokers.
- Communicating in a sympathetic & appropriate way with third parties – e.g., visitors injured on a university site, ensuring that the universities reputation is protected at all times.
- Exchanging information with Insurance Officers at other Universities via quarterly meetings of the Northern Universities Insurance Group

#### Planning and Organising

- The role requires and allows for a significant amount of work planning, primarily driven by the renewal of the university's insurance programme annually on 1st August.





- In direct contrast to this is an essential requirement to be reactive in the handling of insurance claims and potential incidents which may arise.
- The role therefore demands significant flexibility and organisation to balance these two extreme demands.
- There is a day-to-day requirement to manage routine insurance requests and queries to meet customer satisfaction alongside more detailed assignments.

## Qualifications, Knowledge and Experience

### Essential

- Due to the specialist technical nature of this role, there is a requirement an individual to possess significant vocational experience and expertise, ideally from a broking or insurance company background. \*
- Certificate in Insurance or progress towards. \*
- Wide ranging IT skills, predominantly involving the use of Microsoft Applications \*
- Good working knowledge of the UK insurance industry. \*

### Desirable

- Understanding of the work and activities of all areas of the University.
- Relevant work experience in higher education.
- Good understanding of Health and Safety regulations and procedures.
- Good understanding of legal directives which impact on the University.

***\*Criteria to be used in shortlisting candidates for interview***

## Skills, Abilities and Competencies

### Essential

- Be able to use initiative and judgement to resolve many problems independently.\*
- Ability to organise and prioritise workload\*
- Ability to work pro-actively and independently.
- Excellent organisational skills. \*
- Attention to detail.\*
- Excellent interpersonal skills and high level of diplomacy. \*
- Ability to work under pressure, in a calm manner and meet deadlines.
- Ability to communicate clearly orally and in writing. \*
- Ability to work as part of a team.
- Financial awareness.





**Desirable**

- Working knowledge of SAP
- Flexible approach.
- A good understanding of current affairs which affect University business

*\*Criteria to be used in shortlisting candidates for interview*

**Criminal Declaration**

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

**Supporting University Activities**

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

**University Values**

**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

**Equity and Diversity**

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

