

Insurance & Risk Administrator

Grade

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Contract Type

Home Worker 1

Director of Governance & Risk



Head of Risk & Insurance



Insurance & Risk Administrator



No Direct Reports

Department

Governance &
Assurance



Risk & Assurance

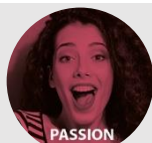
Role Overview

Provide effective, efficient administration services to the Insurance and Risk & Assurance Teams.

RESPONSIBILITIES

- Administrative support to managers and colleagues within the Insurance and Risk & Assurance teams, eg processing incoming and outgoing correspondence (primarily emails but also post and telephone)
- arrange and take minutes for relevant meetings, provide administrative cover for holidays across the Insurance and Risk and Assurance teams, filing, scanning and photocopying, support Board paper collation and production, scheduling appointments and potentially assisting in booking travel arrangements e.g. hotels and conference rooms.
- Collate information which supports the effective management of insurance claims, including opening claims on the system, liaising with internal departments and the Group's Insurers.
- Daily review of all emails for the insurance team and assign them to the correct person, highlighting any
- urgent action if required to the Insurance manager e.g. court documents, executive emails and complaints, etc.
- Support the use of our risk management system Datix (or other appropriate incident and risk system) to
- record incidents & risks, including where appropriate escalation and facilitating grading and investigation.
- Support financial processes within the team including raising purchase orders, goods received notes, expense and millage claim.
- Prioritise and manage designated workload, be proactive in setting goals and achieving deadlines.

Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Foster and manage positive and effective working relationships with colleagues and customers, committed to high standards of customer service, seeking continuous improvement.
- Develop and maintain information systems relevant to the responsibilities of the team, including developing and maintaining electronically held databases and ensuring that all filing systems enable the retrieval of information.
- Maintain policy and procedure guidance for activities undertaken in the team and make suggestions for improvement.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Ability to work on own initiative and without supervision
- ✓ Ability to work effectively as part of a team
- ✓ Ability to effectively multi-task, whilst maintaining accuracy and attention to detail
- ✓ Strong prioritisation, organisation/time management and record keeping skills
- ✓ Confident and clear communication, both written and verbal
- ✓ Excellent relationship building skills

ESSENTIAL REQUIREMENTS

- ✓ Previous administration and digital diary management experience (Microsoft applications)
- ✓ Experience working sensitively with confidential information
- ✓ GCSE Maths and English (or equivalent)
- ✓ Previous experience using general office equipment eg photocopier, printer, scanner
- ✓ Comprehensive computer skills with proficiency using Microsoft Office (Outlook, Word, PowerPoint, Excel) to an intermediate level

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ Insurance claims or policy handling experience
- ✓ Advanced Excel knowledge to include pivot tables and macros. Formula knowledge to include Vlookups, sumifs and embedded if formulas
- ✓ Experience of recording and typing up meeting minutes