

LIABILITY CLAIMS OFFICER

Role Profile



Title	Liability Claims Officer	
Grade	GRADE E	
Reference:	N800	
Reports to:	Insurance Manager	
Work style Definition	Office based hot-desk/touch down worker	
Job Type:	Semi Professional	
Primary purpose of role	To assist with the provision of the claims handling service by providing advice and guidance on risk management and insurance and undertaking claims investigations and negotiations.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> Investigate, negotiate, settle and/or repudiate public liability claims within delegated limit of the authority. (25%) Ensure compliance with Civil Procedure Rules and Protocols. (20%) Understand and apply regulations relating to the Compensation Recovery Unit, Conditional Fee Agreements and Department for Work and Pensions. (20%) Ensure that up to date reserves on outstanding claims are maintained. (20%) Assist with the development of the Authority's computer claims systems. (15%) 	Role measures <ul style="list-style-type: none"> Completion of public liability claims. Compliance with set rules and protocols. Outstanding claims reserves are maintained. Claims systems are fit for purpose.
Key activities	<ul style="list-style-type: none"> Process and monitor liability claims made against the Authority and other types of claims as required. (25%) Liaise with insurers, loss adjusters, solicitors, departments and members of the public on claims handling. (25%) 	

	<ul style="list-style-type: none"> ▪ Maintain and update records held on the Council's computer claims system. (25%) ▪ Provide clerical assistance to the Risk Management and Insurance Team. (15%) ▪ Prepare reports from the claims database as required. (10%) ▪ Carry out other duties appropriate to the grade of the post.
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ 2 GCSEs grade 9-4 (A*-C) in English and Maths. ▪ Knowledge of Civil Procedure Rules and Protocols. ▪ Knowledge and understanding of the regulations applying to the Compensation Recovery Unit.
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Knowledge of Local Government structures
Essential experience	<ul style="list-style-type: none"> ▪ Reasonable and recent experience of working within an insurance environment. ▪ Experience of processing and negotiating settlement of Public Liability Claims.
Desirable experience	<ul style="list-style-type: none"> ▪ Recent experience of dealing with Motor Claims.
Essential skills	<ul style="list-style-type: none"> ▪ Proficient user of PC based applications such as Microsoft Office packages ▪ Analytical skills needed to look at varied information, using judgment to decide an appropriate solution, for example when undertaking claims investigations ▪ Highly developed communication skills used to exchange complex and contentious information with a range of audiences to include the general public, internal departments and external individuals and organisations ▪ Keyboarding skills are required with some demand for precision to carry out daily tasks such as correspondence, record keeping and producing reports
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	