

Job Description

Service:	Corporate Resources
Job title:	Risk and Insurance Administrator
Grade:	C
Hours of work:	37 hours a week
Responsible to:	Risk Manager
Responsible for	
Direct reports:	n/a
Indirect reports:	n/a
Budget:	n/a

Purpose of Post:

To provide comprehensive administrative and operational support to HDC's Risk and Insurance functions, ensuring both run efficiently, accurately, and resiliently. The post-holder will be the administrative centre of two business-critical functions, maintaining core systems and records, supporting reporting and governance activity, and acting as a first point of contact for routine risk and insurance matters.

In doing so, the role builds essential resilience into the functions, and provides additional capacity at a time of heightened demand drive by Local Government Reorganisation (LGR).

Key Deliverables:

Administrative Support

- Assist in the administration of the day-to-day insurance programme, including logging and progressing claims, maintaining policy and claims records, collating data for renewals, and responding to routine insurance queries from officers and the public.
- Provide support to ensure the Council's risk registers are regularly updated, including accurate data entry and user access administration.

General Administration

- Manage correspondence, scheduling, record-keeping and document control across both functions, ensuring information is well-organised, accurate and accessible.

Reporting and Governance Support

- Assist in the development of a suite of reports to inform the organisation, both Officers and Members of its risk and how these are managed.
- Prepare risk and insurance reports, briefings, and presentations for management, and other assurance audiences, including collating data and producing first drafts.

Improvement and Organisation Contribution

- Proactively identify opportunities to improve administrative processes, systems and ways of working across both functions, contributing ideas to enhance efficiency, data quality, and service.
- Support the wider development of the Council's risk and insurance maturity by helping to embed consistent practise, maintain accurate management information, and ensure both functions contribute effectively to corporate governance and assurance objectives.

Stakeholder/Partner Communications

- Act as a professional and helpful point of contact for internal stakeholders, insurers, brokers etc., managing routine correspondence with discretion and care. Build effective working relationships across the organisation and with external bodies – including those involved in Local Government Reorganisation – to ensure risk and insurance information is shared accurately, promptly, and appropriately.



	Essential (E) or Desirable (D)	Method of assessment
Knowledge and Qualifications		
2 A Levels (or equivalent)	E	Application Form
Awareness of the role of governance, assurance, and record-keeping within a public sector or similarity regulated environment.	E	Interview
A general understanding of risk management and/or insurance principles, or a demonstrable willingness and capacity to learn them quickly.	E	Interview
Bachelor's Degree (or equivalent experience)	D	Application Form
CII Level 3 Certificate in Insurance	D	Application Form
Experience		
Experience of working in an administrative, business support or coordination role.	E	Application Form
Experience of maintaining accurate records, trackers, logs or document management systems.	E	Interview



Experience of working with colleagues across different teams or services to gather information, follow up actions and support day-to-day service delivery.	E	Interview
Experience of improving administrative processes, creating guidance notes, or supporting the move to better ways of working.	E	Interview
Experience of supporting reporting, meetings, or governance processes	D	Interview
Skills and Abilities		
Strong written and verbal communication skills coupled with excellent interpersonal skills; a confident communicator, strong organisation, team player and able to research and resolve technical challenges.	E	Interview
Ability to present written information in a structured and balanced way appropriate to the needs of the reader.	E	Interview
The ability to develop ideas, challenging the status quo as appropriate and consult with others to produce viable solutions.	E	Interview

Excellent analytical and reporting skills.	E	Interview
Post requires consistent and comprehensive collecting and exchanging of information with both internal and external stakeholders.	E	Interview
Confident IT skills, including Microsoft Office, and the ability to learn and administer specialist database systems.	E	Interview
Decision Making and Impact on Others What impact the decisions made by the post holder would have on others across the Council	Example: Day-to-Day decisions relating to the organisation, prioritisation and administration of their own workload, seeking guidance where appropriate. Expected to use judgement when maintaining records, updating trackers, organising/improving documentation and identifying where information may be incomplete, unclear or in need of review. They will not be responsible for strategy or technical decisions on insurance or risk matters. These decisions will remain with the Risk Manager, Insurance Officer, or relevant senior officers. However, they will support decision making through gathering and organising information, identifying gaps or issues, escalating matters where appropriate.	
Communication with Internal and External Customers What customers the applicant would be in contact with in the job	Example: A mixture of internal and external stakeholders. Visible to senior managers across the organisation, as well as needing to build key relationships with external stakeholders such as insurance brokers. Internal customer contact 70%	



	External customer contact 30%
Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant	Example: A self-motivated and pro-active person with well-developed problem-solving skills. A highly effective listener and communicator, able to inspire confidence and trust at all levels. A good team worker, demonstrating commitment and trust to the organisation and team members. The ability to apply sound judgement in responding quickly to fast moving priorities whilst also working toward our longer-term goals. A corporate player acting with integrity, professionalism and drive in the best interests of the organisation, and in accordance with the agreed strategic direction.
HDC values 	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.



Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.