

PERSON SPECIFICATION

DIRECTORATE Chief Execs – Directorate of Finance

JOB TITLE Claims Investigation Officer

SECTION Insurance

Criteria	Method of Assessment	Shortlist Criteria
<p><u>Experience/Education</u></p> <p>Experience as an Insurance Claims Officer handling a portfolio of claims in a Local Authority environment (preferable), public sector organisation or other body delivering Insurance and or Risk Management Services.</p> <p>Relevant qualification from a recognised body such as Chartered Institute of Insurance or similar equivalent</p>	<p>Application Form / Interview</p> <p>Application Form / Interview</p>	<p>Essential</p> <p>Desirable</p>
<p><u>Skills/Knowledge/Abilities</u></p> <p>1 An understanding of the latest issues and legislation relevant to Insurance claims handling in a local government environment.</p> <p>2 Knowledge and ability to process third party legal liability claims including site visits where appropriate and corresponding with claimants and their legal representatives recommending practical solutions to ensure the interests of the Royal Borough are best served.</p> <p>3 Ability to conduct interviews with members of the public or Royal Borough employees, taking formal statements where required in order to ascertain the relevant facts to enable the assessment of any liability and potential payment of compensation.</p> <p>4 Ability to present evidence at hearings, Courts or other forum</p>	<p>Application Form / Interview</p> <p>Application Form / Interview / Test</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p>

<p>5 Ability to provide practical and effective solutions and use relevant case law to be able to influence and negotiate successful outcomes and settlements in the best interests of the Royal Borough.</p> <p>6 Maintaining knowledge and understanding of the latest issues in local government finance, with particular regard to professional and legislative developments in the fields of local government insurance and risk management.</p> <p>7 Ability to action and assess insurance claims in the Ministry of Justice Claims Portal in line with prescribed procedures</p> <p>8 Ability to establish effective liaison with Officers within the Royal Borough and external agencies providing advice and assistance to other departments in relation to insurance and risk matters.</p>	<p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p> <p>Application Form / Interview</p>	
<p><u>Equal Opportunities</u></p> <p>9 Maintaining an understanding of the Council's Equal Opportunities Policy and promoting the policy at a level compatible with the post</p>	<p>Application Form / Interview</p>	<p>Essential</p>
<p><u>Other Requirements</u></p> <p>10 Maintaining an awareness of Health and Safety issues at all times for the safety of oneself and colleagues.</p> <p>11 Access to and use of own vehicle with full valid driving license.</p>	<p>Application Form / Interview</p> <p>Application Form / Interview</p>	<p>Essential</p> <p>Desirable</p>