



Job Description and Person Specification

Summary

Job title:	Insurance Officer
Area:	Executive Office
Reference:	EHA2173-0626
Grade and Salary:	Grade 7. Points 27-30. £35608 - £38784 per annum.
Contract Type:	Permanent
Hours:	Full Time (36.25 hours per week)
Location:	Ormskirk, Lancashire, L39 4QP
Accountable to:	Chief Student and Governance Officer
Reporting to:	Associate Director Legal and Compliance Services



About the Role

This is an exciting opportunity for an Insurance Officer to join the Legal and Compliance Services team, this is a friendly, supportive, and expert team focused on protecting the University from risk and ensuring strong governance, assurance and compliance.

You will be responsible for overseeing all insurance matters across the University, serving as the primary point of contact for insurance-related queries and advice. The role requires the ability to build and maintain strong working relationships with both internal and external stakeholders, while effectively managing insurance claims on the University's behalf. You will also play a key role within the team responsible for providing institution-wide strategic assurance and risk oversight.

Duties and Responsibilities

1. Provide day to day management and administration of insurance services across the University, liaising with staff and insurers to ensure effective communication and the efficient administration of claims.
2. Manage insurance services for the University ensuring appropriate and cost effective cover is in place at all times covering property, liability, staff, students, and specialist activities such as research projects, overseas travel, and events.
3. To lead and co-ordinate the annual insurance renewal process with effective planning, liaison, data gathering and analysis, supporting the process, liaising with University wide internal stakeholders, the University Insurance Provider and direct insurers.
4. Support the management of the University's insurance broker and provider relationships, monitoring service effectiveness, responsiveness and value for money, and escalating any service issues as appropriate.
5. Maintain full and accurate insurance records, responding to complex enquiries, managing claims and alerting senior management to areas of risk.
6. Assist the broader department in safeguarding the institution's assets, operations, and reputation through effective risk management and insurance administration.

7. Organise and prioritise workload effectively to ensure deadlines are met.
8. To be the first point of contact for other teams around the University with their insurance queries, investigating and resolving their issues with a focus on customer service excellence and efficient business operation.
9. Monitor staff travel destinations in line with FCO advice and the University and insurers' policies.
10. Manage all insurance information published for staff and students.
11. Liaise with insurers, underwriters, solicitors and claimants, as necessary for the management and administration of claims.
12. Establish and maintain strong and effective working relationships with internal and external stakeholders.
13. Provide updates and reports on insurance matters to relevant departmental and University meetings as appropriate.
14. Working proactively alongside your colleagues to investigate, plan and implement changes to current systems and processes that will help to improve the service, whilst contributing regularly to team meetings and providing ongoing project work support wherever it is deemed appropriate.
15. Assist with the broader legal compliance and risk management activities of the department through administrative and project-related duties appropriate to the grade. This is likely to include working with colleagues in the immediate team and adjacent teams reporting under the Chief Student and Governance Officer.
16. To undertake any other duties as deemed appropriate by the Associate Director Legal and Compliance Services.

In addition to the above all Edge Hill University staff are required to: adhere to all University policies and procedures; complete all mandatory training and induction modules, including Equity, Diversity & Inclusion and Health & Safety; engage in appropriate learning and development activities; actively participate in performance review; demonstrate excellent customer care; contribute to an inclusive environment for everyone; respect confidentiality; act in a sustainable and environmentally conscious manner; and proactively consider accessibility in all aspects of your work.

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Person Specification

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

Qualifications

Criteria	Essential or Desirable Criteria	Method of Assessment
Qualified to degree level or appropriate work experience.	Essential	Application
Chartered Insurance Institute (CII) Qualification	Desirable	Application

Experience and Knowledge

Criteria	Essential or Desirable Criteria	Method of Assessment
A thorough understanding of insurance policy matters and experience in providing advice on insurance cover for a large organisation	Essential	Application and Interview
Experience of managing complex insurance records including cover and claims management	Essential	Application and Interview
Experience of insurance administration in a large and complex organisation, including liaison with multiple internal and external stakeholders at all levels, with the ability to persuade and influence stakeholders in insurance and risk matters	Essential	Application and Interview
Able to highly effectively plan and organise service delivery and to be responsive to business needs	Essential	Supporting Statement and Interview
Experience of working in Higher Education administration.	Desirable	Application
Experience of providing excellent customer service in a business to business or business to customer environment	Essential	Supporting Statement and Interview

Able to develop and enhance computerised management systems, including advanced Excel to create, update and manage workbooks and to analyse and report on data	Desirable	Supporting Statement and Interview
Good understanding of how ICT can be exploited to enhance and support customer-facing business processes.	Essential	Supporting Statement, Interview and Test

Abilities and Skills

Criteria	Essential or Desirable Criteria	Method of Assessment
Experience of working across organisational boundaries and stakeholder management.	Essential	Supporting Statement and Interview
Good working knowledge of Finance administrative processes and procedures.	Desirable	Interview
Pro-active, self-motivated and forward thinking	Essential	Interview
Ability to demonstrate emotional intelligence in engagement with stakeholders with different priorities	Essential	Interview
Ability to demonstrate a customer-focussed, strategic mindset.	Essential	Supporting Statement and Interview
Ability to write clearly, succinctly and correctly in a well-structured and logical way.	Essential	Application and Interview
Experience of analysing numerical, written and verbal data to form rational judgements.	Essential	Interview

Candidate Guidance and How to Apply

Join our team at Edge Hill University! We're looking for talented individuals to join our dedicated and supportive community and make a difference to our students. At Edge Hill we value the benefits a rich and diverse workforce brings and welcome applications from all sections of society.

Have any questions?

For informal enquiries about this vacancy, please contact Peter Roberts, Director Strategic Assurance, Risk and Legal Services robertpe@edgehill.ac.uk

Ready To apply:

1. Go to our jobsite - <https://jobs.edgehill.ac.uk/Vacancies.aspx>
2. Find the role you wish to apply for.
3. Click the "**Apply Online**" button on the job advert and follow the easy steps to prepare and submit your application.

Key points:

- **Closing date:** Please refer to the advert for the closing date for this vacancy. Vacancies automatically close at 23:59pm [GMT]. Please note, that the University may on occasion close a post early if vacancies attract high volumes of applications; we therefore encourage you to prepare and submit your application in good time.
- **Next steps:** We'll contact you by email, usually within two weeks, to let you know if you have been shortlisted.
- **Shortlisting:** Information you provide on your application will be assessed against the person specification for this role. We encourage you to clearly show how you meet the requirements presented in the person specification. We encourage use of specific examples of your experience, knowledge and skills within your supporting statement(s).
- **Pre-employment checks:** Following offer, successful candidates will need to provide original proof of identity, qualifications and professional memberships, and evidence their right to work in the UK. You will also complete a pre-employment health questionnaire to support Edge Hill University make appropriate adjustments to support you in the role.
- **References:** You will be asked to provide details of two referees on your application form. References will be collected following issue of an offer of employment. Guidance on how to select your referees is provided on the form. The University may ask you for alternative or additional referees to cover your previous three years of employment during pre-employment

- **Start date:** A start date will be arranged after pre-employment checks are completed.