

Head of Insurance

Department: Risk and Audit

Division: Treasury and Exchequer

Reports to: Director Risk and Audit

JE Reference: STE1008

Grade: 15

JE Date: 11/8/2021

Job purpose

The post holder is responsible for all Government of Jersey Insurance matters. The post holder will ensure that contracts with insurers and external insurance service suppliers provide both excellent service and maximum value for money and advise on the appropriate level of self-insurance funding including on-going management of insurance risk financing matters and the tendering and servicing of all insurance and related service contracts on behalf of the States of Jersey.

Job specific outcomes

1. Optimising the risk financing strategy to ensure that each Government department and other States' insured entities maintain the most appropriate balance between internal and external financing within the constraints of the prevailing insurance market and within the Government of Jersey's appetite for risk.
2. To develop and implement, in consultation with Senior Management, a comprehensive insurance strategy, including the provision of advice on the implications of changing insurance markets and best practice and developments in the industry.
3. To arrange for the regular review of the internal insurance fund and advise on any changes to the level of the insurance fund identified as beneficial.
4. To provide regular statistical analyses and benchmarking information to senior management as required including measuring the impact of preventative measures taken and identification of any emerging trends that may affect current and future cover and claims exposure levels.
5. To encourage and enable regular liaison with service departments and customers to ensure all insurable risks are identified and advise on measures required to reduce the level of claims faced by the States of Jersey.
6. Direct strategy, supervise, manage and scrutinise the work of internal claims handlers, work with Law Officers Department, external solicitors and barristers to deliver effective and efficient financial outcomes utilising experience of Personal injury claims.
7. To devise and maintain appropriate procedures for the efficient and effective handling of all insurance claims including the regular review, monitoring and audit of claims processes, both internal self-handled and externally handled to ensure that Government defends

claims and minimises its financial exposure. Maintain a full audit trail in relation to all claims including financial information.

8. To manage and be accountable to the Executive Leadership Team for the contract letting process in respect of all relevant contracts for insurance policies and professional advisers (including claims handling, legal advisors, brokers and loss adjusters as appropriate). Undertake regular reviews of the performance of those appointed.
9. Manage the annual insurance renewals process to include the provision of all necessary information in line with specified deadlines.
10. Undertake regular reviews of insurance policy wordings and cover available in the market to ensure suitable protection for the Government's changing needs and best insurance coverage at the most competitive premium.
11. Manage systems holding up to date information relating to Government's insurable risks and assets. Manage the allocation of insurance premium costs to the Government's departmental cost centres, keeping methodologies under regular review.
12. Represent the Government insurance service at regional, professional or other external meetings relating to insurance.
13. Plan and organise the work of the insurance service to provide an excellent customer focused service that complies with best professional practice and regulatory requirements.
14. Regularly review and update processes, policies and procedures in respect of the insurance service and ensure they are consistently applied.
15. Responsible for the management of people, supporting in achieving objectives and managing performance, recruitment and wellbeing.

Statutory responsibilities

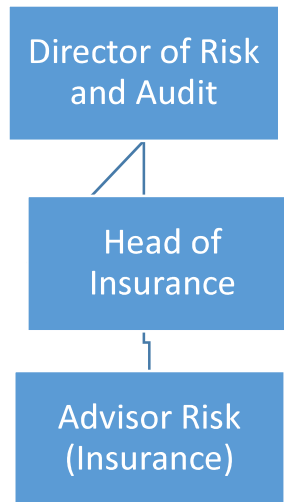
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Services (TIER 1,2 and 3 jobs only – DELETE if not applicable)

- Report to the Director of Risk & Audit
 - Deputise for the Director of Risk & Audit at various customer-facing forums on a regular and/or ad-hoc basis and represent the States at relevant member level meetings and local and national forums, including Corporate Strategy Board, Executive Management Team, Risk and Audit Committee
 - Regular communications with departmental stakeholders - upskilling, influencing, ensuring regular consistent reporting is provided.
-

Organisation chart



Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>Educated to degree level;</p> <p>Member of the Chartered Insurance Institute.</p> <p>Management or leadership qualification or relevant experience.</p>	<p>Professional Qualification in the Insurance field.</p>
Knowledge	<ul style="list-style-type: none"> • An in-depth understanding of the key insurance risks faced by organisations, their sources, nature and strategies for their mitigation. • In-depth knowledge of insurance markets • Working knowledge of insurance legislation • The activity and processes of the public sector including interaction between ministers and officials • Finance processes as they relate to the role • The role of Finance in maintaining accurate data and systems as appropriate to the role. • Statutory and management financial reporting as it relates to this role • <i>Risk Management</i> 	<p>Knowledge of;</p> <ul style="list-style-type: none"> • The Policy process and the role of Finance in policy development, execution and realisation • In-depth understanding of public sector and Public Finance Law and regulations in relation to insurance and risk.
Technical / Work-based Skills	<p>A high standard of computer skills e.g. Microsoft Office suite</p>	
General Skills/Attributes	<p>Ability to communicate effectively both orally and written.</p> <p>Strong leadership skills with the ability to motivate, employees, delegating appropriately, managing performance whilst delivering the departmental objectives.</p> <p>Sound political judgement, with the ability to comprehend multi-strand, information, which can be politically sensitive, controversial and contentious.</p> <p>Excellent interpersonal, negotiating and influencing skills is required, sometimes at a senior or political level to build relationships.</p>	

	<p>Ability to understand and interpret complex issues in order to offer advice based on a sound understanding of government wide financial/audit matters.</p> <p>Ability to apply critical thinking, applying this insight in a practical and engaging manner with the ability to make 'the right choice' often under pressure, where there is not a simple, or single option;</p> <p>Ability to professionally challenge any views, responses or decisions.</p>	
Experience	<ul style="list-style-type: none"> • Est. 5-10 years post qualification insurance experience working at a senior level • Experience leading, inspiring and developing teams • Experience setting departmental / finance strategy • Experience of delivering a framework or strategy, assessing compliance, and communicating this to key stakeholders. <p>Experience of leading the interface with external stakeholders</p>	<ul style="list-style-type: none"> • Experience working alongside Directors and Senior Managers within the public sector
Criteria relating to Safeguarding		

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 1 to 3 core accountabilities, attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.