

Job Title – Business Support Administrator - Insurance

Department:	Treasury and Exchequer
Section:	Insurance – Treasury and Investment Management
Reports to:	Manager - Insurance
JE Ref:	STE1063
Grade: CS6	JE Date: 18/04/2024

Job purpose

To provide comprehensive support within the Insurance function, providing an administrative, analytical and advisory support service. The postholder will provide a first line of support to all stakeholders, both internal and external.

Job specific outcomes

1. Provide a broad range of high-level administrative support to the Insurance function to ensure the smooth day to running of the function and timely delivery of various initiatives and projects.
2. Respond to practical queries using initiative and judgement to prioritise tasks and duties, providing a customer focused service to all.
3. Organise, input into and monitor record keeping systems to ensure accurate recording; produce, create and analyse non-standard reports to provide the business with the information it needs to support decision-making.
4. Proactively review relevant systems and processes within own area of work and make recommendations to continuously improve efficiency and performance.
5. Communicate and share relevant information with stakeholders as required, to promote collaborative working and to keep stakeholders up to date with events, meetings and activities.
6. Develop and maintain an awareness of other departments and States Owned Entities (SOE's) services and activities, building positive relationships with them to ensure a collaborative service is provided to the business.
7. Responsibility of processing of invoices for payments on relevant finance systems, and any relevant financial administrative processes required on behalf of management ensuring they adhere to the relevant finance public manual
8. To maintain confidentiality of highly sensitive information to ensure compliance with data protection requirements.
9. Organise travel and accommodation, courses and conferences for the Insurance function using the preferred online travel provider.

10. Arrange and attend meetings, prepare minutes and agendas and ensure appropriate distribution to support timely communication between departments and SOE's in order to progress changes required within and by the Government

Statutory responsibilities

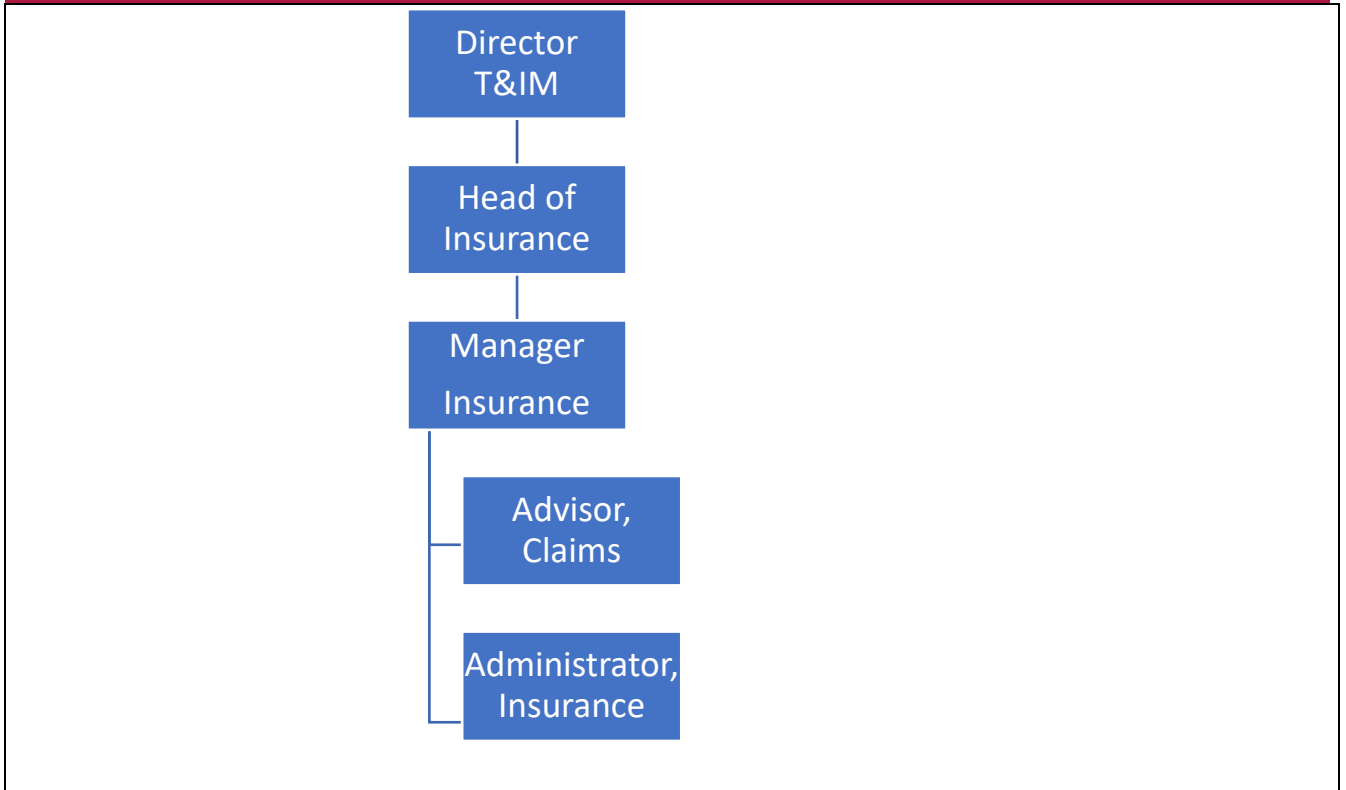
Active engagement, participation, and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications</p> <p><i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to A level or equivalent or NVQ level 3 in Business administration or equivalent experience gained through professional context.</p>	<p>If not already held, be willing to work towards Insurance Foundation Certificate qualification through the Chartered Insurance Institute</p>
<p>Knowledge</p> <p><i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Knowledge of operating across a number of systems and adjusting to specialist systems Knowledge of supporting in a business administrative capacity.</p>	<p>Knowledge and understanding of the insurance market and basic insurance concepts</p>
<p>Technical / Work-based Skills</p> <p><i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Proficient in using computer applications e.g. Microsoft Office</p> <p>Attention to detail and ability to record information accurately with minimum supervision.</p> <p>Strong communication skills required, primarily for the purpose of giving and receiving information, but frequent contact with others is also required.</p>	
<p>General Skills/Attributes</p> <p><i>This relates to more general characteristics required to do the job effectively, e.g. effective written</i></p>	<p>Able to accurately record information and data.</p> <p>Ability to manage own workload within agreed timelines</p>	

<p><i>communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>and escalate where issues arise. Organised and self-motivated Be a team player with ability to interact with people at all levels. Excellent communication skills Be able to deal with routine challenges autonomously, some with a moderate level of complexity</p>	
<p>Experience</p> <p><i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Practical relevant work experience in the provision of broad administrative support within a complex business model. Ability to manage a varied workload. In depth understanding of administrative methods that have been learned through direct job experience.</p>	<p>Work experience within the insurance industry.</p> <p>Experience of working in a customer focused environment.</p>

Personal Attributes

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 6 core accountabilities attributes and behaviour indicators.