



JOB DESCRIPTION

Job Title:	Compliance Officer (Insurance & Risk)
Service/School	Estates & Facilities
Grade:	E
Campus:	UEL Wide but based at Docklands Campus
Responsible to:	Head of Facilities Management.
Liaison with:	Staff at all levels across the Estates and Facilities Service. Liaison with staff at all levels from Schools and Services as well as contractors, insurers, broker's representatives and visitors to the University. Close liaison and day to day working with the Head of Legal Services within VCG.

Job Purpose:

As part of the Facilities Management Team assist in the management the delivery of a robust and professional insurance service to the University.

Contribute and co-ordinate to the effective operational management of the UEL insurance portfolio and the Estates and Facilities Service Risk Register.

Provide support on insurance matters to stakeholders at all levels across the University including the management of our insurance web pages.

Assist in the management of insurance claims in accordance with the scheme of governance for the insurance portfolio.

Contribute to projects to develop the efficiency and effectiveness of insurance processes and procedures engaging with cross-Service and/or cross-University teams as appropriate.

Deputise for the Campus Manager in respect of insurance and risk management/register matters as appropriate.

Main Duties and Responsibilities

The following duties and responsibilities are intended to give a broad indication of the variety of tasks that the Compliance Officer (Insurance and Risk) in our University may be asked to undertake, and are expressed in sufficient detail to distinguish the grade of the post. Additional job requirements may be added in the Section headed 'local requirements'. It should be noted that a job description is not an exhaustive list of activities, and employees may be asked to carry out other duties commensurate with the grade of the post.

The job description may also be amended to take account of changed circumstances, and employees will be consulted when this is necessary.

Key tasks Insurance

Manage the various UEL insurance policies and covers via our brokers plus provide advice and support on insurance matters to stakeholders including academics, and support staff.

Advise other members of the University on insurance provisions in tenders, contracts and other supply arrangements as well as the updating and management of the Estates and Facilities Risk Register.

Contribute to the development and delivery of training workshops/seminars, guidance and awareness initiatives on insurance and risk management policies, legislation, practices and issues in conjunction with legal services.

Delivery of activities

The management of the insurance portfolio on a day-to-day basis ensuring the effective administration of all insurance claims.

Act as the first point of contact for internal stakeholders providing advice on the University's insurance covers and their inter-dependencies to ensure understanding in relation to School/Service activities, risk management and potential or actual claims.

Act as the first point of contact for the University's insurance brokers and underwriters, where pertinent, including communications about claims, clarification of covers, and to seek general and specific advice.

Assist with the planning, liaison (internal and external), data gathering and analysis to affect the annual review and renewal of all insurance covers, advising the Head of Facilities Management on necessary and/or desirable changes in cover.

Administer the processing and monitoring of insurance claims including recording, preparing and providing information and defense arguments, consulting stakeholders (directly and indirectly affected), and liaison with insurers, solicitors and loss adjustors as instructed.

Maintain information on insurance claims and other activities, providing analysis of data and periodically report on claims, trends, risks, etc., including actions taken (if any) or recommended to mitigate.

Maintain awareness of changes to legislation, University and HE sector requirements, and acknowledged good practice, recommending amendments to University processes and procedures as appropriate.

Develop and monitor the insurance and risk provision via appropriate KPI's and customer service surveys supported with a suite of management reports to report on insurance coverage, identified risks and claims history. Maintain and update details of the estate, vehicle fleet and contents to ensure we purchase adequate cover for these assets.

Risk Management

Administer the process of updating and maintaining the Estates and Facilities Risk Register in conjunction with the Head of Facilities Management and Heads of Estates and Facilities functions.

Pro-actively engage with stakeholders to provide appropriate support and guidance on risk management matters and the consistent application of good practice.

Pro-actively engage with colleagues across the University to inform own understanding of corporate/School/Service developments that may have risk ramifications.

Establish and maintain strong and effective relationships with Finance colleagues to support delivery of the Services Annual Operating Plan as required by the Head of Facilities Management.

Act as the primary contact for VCG legal services in relation to Corporate Risk Register updates.

Sustainability

The Estates and Facilities Service aims to be an exemplar in the way it embraces sustainability and meets its corporate social responsibility. To achieve this it is the responsibility of all staff to minimise the environmental impact of their day to day activities and adhere to University policies on sustainability, waste, resource usage and governance.

Other

To demonstrate commitment to the Service mission statement, goals and values on a daily basis. To carry out from time to time any other duties within the competence of the job holder, that may be reasonably required.

Undertake personal development activities as agreed with the Associate Director. To undertake any other appropriate duties that may be reasonably required of the post to reflect changes in the demands of the service.

Actively identify and engage in opportunities for development ensuring knowledge of own specialist area is kept up-to-date.

Actively promote the Estate and Facilities Service by developing good working relationships with key staff in Schools and Services and directorates, presenting a positive and professional image of the Service.

PERSON SPECIFICATION

EDUCATION, QUALIFICATIONS AND ACHIEVEMENTS:

Essential criteria

- Educated to A Level, HND or equivalent in relevant subject.(C)
- Membership (Certificate Level) or equivalent of the Chartered Insurance Institute (C)

KNOWLEDGE AND EXPERIENCE:

e.g. gained at work or through voluntary activities

Essential criteria

- Experience in provide specialist advice on types of insurance cover for a large organisation, taking into account its scope of operations and associated risks and available budget. (A/I/P)
- Experience of gathering and collating complex information relating to insurance cover, claims management and the insurance cover of third parties such as building contractors. (A/I)
- Experience of scrutinising policies and indemnity clauses in contracts and agreements to ensure the organisation fully understands its insurance cover and liabilities. (A/I)
- Experience of working in a complex organisation, liaison with multiple internal and external stakeholders at all levels, with the ability to persuade and influence stakeholders in insurance and risk matters.(A/I)

Desirable criteria

- Knowledge of performance management and the development of Key Performance Measures (A/I)
- Experience in developing and monitoring risk registers and recommending changes as appropriate (A/I)
- Experience of working within FE/HE or large Public Sector organization (A/I)
- Experience of organising and delivering training sessions to small groups (A/I)

SKILLS AND ABILITIES:

eg. Teaching, report writing or computing

Essential criteria

- Good interpersonal, verbal and written communication skills including report writing a procedure development (A/I)
- Computer literate with experience of working with MS Office, Word, Excel etc (A/I)

PERSONAL ATTRIBUTES AND QUALITIES:

eg. Ability to lead or motivate, interpersonal skills, commitment to equality and diversity issues

Essential criteria

- Proven ability of working within a diverse and multicultural environment and commitment to and understanding of equal opportunities issues (A/I)
- Ability to work under pressure and to tight deadlines (A/I)
- Ability to show drive, enthusiasm, initiative and be self-motivated (A/I)

Criteria tested by Key:

A = Application form

C = Certification

I = Interview

P = Presentation