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| Job Description, Core Values and Person Specification | |
| Job Title | **Corporate Risk Coordinator** |
| **Post Number** | **1132** |
| **Grade** | **HAY 7** |
| **Duration of Post** | Permanent |
| **Hours** | 37 per week |
| **Unit or Team** | Corporate Assurance, Planning and Continuous Improvement (CAP&CI) Team |
| **Reports to (give job title)** | Corporate Assurance and Business Planning Manager |
| **Line management or supervisory responsibilities** | No |
| **Responsibility for managing a budget** | No |
| **Date job was evaluated** | 21 June 2022 |
| **Purpose of Job:** | |
| Under the direction of the Corporate Assurance and Business Planning Manager, the post holder will coordinate, collate and report on risk updates in the Corporate Risk Register ensuring that a consistent and informed approach is taken to risk management across the Service.  The post holder will provide an internal and external point of contact in respect of advice on claims procedures and other insurance matters.  The post holder will manage insurance claims received from both internal and external claimants to ensure that claims are processed in a timely manner and in accordance with agreed standards, principles and protocols.  **Structure Chart:** | |

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| **Responsibilities and Duties:** | |
| 1.  1.1  1.2  1.3 | **Claims Management**  Responsible for the handling of all claims made by AF&RS such as property damage, business interruption, engineering, computer, money, fidelity guarantee claims and debt recovery. Ensure that claims are handled in accordance with the relevant insurance policy terms and conditions. Ensure that all insurance claims are screened for signs of fraud in accordance with the anti-fraud strategy and to assist in any investigations.  Responsible for managing all claims made against AF&RS by third parties and employees, within strict deadlines, in accordance with agreed standards, principles and protocols. Ensuring that claims are handled in accordance with the relevant insurance policy terms and conditions, and within the relevant legal framework such as the Civil Justice protocols.   * To liaise and meet with AFRS’s external partners including insurers, brokers, loss adjusters, solicitors and other third parties, to ensure that claims are handled efficiently. * To liaise and meet with officers of all levels in order to collate adequate information, using knowledge and judgement to assess whether information supplied by either internal or external claimants is sufficient to enable a claim to be processed and / or to determine what additional information is required. * To liaise and communicate with AF&RS appointed solicitors, loss adjustors and insurers etc in relation to the fair and timely settlement of claims including negotiating appropriate claims settlements. * To make an assessment on the level of settlement (quantum) on insurance claims. * Make recommendations to improve Service activities and ensure organisational learning on completion of insurance claims. * Deal with members of the public in person, on the telephone and by written correspondence informing them of the situation on their claim and providing advice with regards to making a claim or other insurance related issues. * To monitor and ensure timely responses to requests for information including arranging for legal documents to be signed and, where required, arranging for officers to supply witness statements and co-ordinately their attendance at court to give evidence. * To clearly explain to internal and external claimants the insurance claims process and the basis on which the claim has or will be considered. This requires confidence and knowledge of the principles and processes, as well as the ability to exercise patience and express empathy where necessary. * To assist in the development of loss control reports and guidance for AF&RS to minimise future losses.   To review individual cases to provide a robust defence against any claim, either real or potential, brought against AF&RS. |
| 2. | **Corporate Risk Management**  Coordinate and facilitate the Corporate Risk Management process. Initiate and oversee the Corporate Risk Register (CRR) by obtaining updates on activity, undertaken analysis to identify and advise officers on mitigation and controls. Produce monthly reports of progress and obtain sign-off of the CRR for Service Leadership Team meetings.   * Assist with ‘horizon scanning’ and similar group exercises as well as key events and workshops to enable the Service to gain assurance of the corporate risk process. * Coordinate consultation activities for significant corporate documents such as the Corporate Risk Register and the Risk Management Framework/Strategy. * Responsible for the secure storage and maintenance of sensitive and confidential data and information; ensuring the releasing of such information is monitored and controlled. |
| 3. | Working with line manager and the Corporate Assurance Coordinator, manage and implement InPhase software package to ensure good governance, assurance, compliance and continuous improvement. Extract information and produce monthly reports for use by the Senior Leadership Team. |
| 4. | Assist with monitoring policies, procedures, systems, controls and checks to identify and mitigate risks, performing detailed reviews to give assurance as required. |
| 5. | Arrange and coordinate meetings as necessary in relation to the Insurance claims handling process and the Corporate Risk Register. |
| 6. | Assist and support the corporate self-assessment process, including the gathering and collation of evidence to support the Lead officer for HMICFRS and also the CRR process. |
| 7. | Produce reports for the Fire Authority sub-committees and the Service Leadership Team, including making recommendations for improvement. |
| 8. | Provide cover for the Corporate Assurance Coordinator and work collaboratively to ensure continuity of service. |
| 9. | Provide administrative support to the Corporate Assurance, Planning and Continuous Improvement team and HMICFRS when necessary. |
| 10. | Research, recommend and facilitate the implementation of improved IT solutions, or adaptations to existing systems, to increase the efficiency and effectiveness of the Directorate. |
| 11. | Carry out any additional responsibilities as reasonable and appropriate, as agreed with line manager. |

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| **Special Notes or Conditions:** *These are standard to most jobs within Avon Fire & Rescue Service (AF&RS) – Line Manager and HR to agree which are applicable for this post.* | |
| 1. | AF&RS requires all staff and leaders to promote equality and diversity by:   * ensuring that, both in your dealings with other employees and with members of the public, you comply with all aspects of the Service’s Equality Policy and legislation that outlaws discrimination; * treating members of the public and other AF&RS staff with respect, dignity and in line with the expectations determined by our Service values at all times; and taking action when witnessing an act that could be considered discrimination or harassment, challenging it and/or raising with managers. |
| 2. | This role is based at Avon Fire and Rescue Headquarters, Portishead. However, your duties may also involve travel to other sites and areas. |
| 3. | Avon Fire and Rescue Headquarters is a secure site and therefore appointment to this post may be subject to passing the required vetting process. |
| 4. | Although you are based at a specific location, for efficiency or other business reasons we may require you to work from any base within AF&RS service area or from home, for which we will pay allowances where appropriate. |
| 5. | Your job may involve you dealing with highly confidential and sensitive information. It is essential that you ensure this information is held and processed securely and that you act with tact and discretion at all times and comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Confidentiality must be maintained, even after leaving this post or AF&RS employment. |
| 6. | You must ensure you maintain an awareness of Health and Safety Regulations relevant to the duties and tasks you carry out and report any situations or incidents which could be considered hazardous. You have a responsibility for your own safety and must not endanger that of colleagues/visitors in the workplace or the public. |
| 7. | There may be times when you are required to wear specific clothing suitable to the type of work you are undertaking. This may include AF&RS branded corporate clothing (for example when representing AF&RS externally), or protective clothing for the work being carried out, as deemed appropriate by your line manager. |
| **Avon Fire & Rescue Service Core Values** | |
| 8. | AF&RS expects all employees to accept and work to our Core Values during the course of their employment. These Values require us all to be:   * Respectful * Honest * Courageous * Ambitious * Inclusive * Transparent |

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| Signed confirmation that this Job Description accurately reflects the requirements of the job: | | | | |
| Job Holder’s Manager | |  | Date |  |
| **Signed agreement to carry out the responsibilities of this Job Description, and of acceptance of Avon Fire & Rescue Core Values:** | | | | |
| **Job Holder** |  | | **Date** |  |

**See following page for Person Specification …………………….**

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| Person Specification | | | | | |
| **Job Title** | **Corporate Risk Coordinator** | | | | |
| **Post Number** | **1132** | | | | |
| **Grade** | **HAY 7** | | | | |
| **Qualifications, knowledge, experience, skills and personal attributes required for the job:** | | | | | |
|  | | **E=Essential**  **D=Desirable** | **Measured by:**  **A = Application**  **T = Test**  **I = Interview** | | |
| **A** | **T** | **I** |
| **Qualifications/Knowledge** | | | | | |
| ILM Level 3 qualification in a relevant subject, or equivalent level of theoretical knowledge. | | E | X |  | X |
| Extensive knowledge of administrative processes, procedures and systems. | | D | X |  | X |
| Willing to undertake GDPR and FoI related training. | | E | X |  | X |
| A current driving licence or ability to arrange suitable alternative transport to travel to various work locations | | E | X |  |  |
| **Experience** | | | | | |
| Experience of managing and monitoring databases and relevant software packages, such as Office 365. | | E | X |  | X |
| Experience in GDPR and FoI. | | D | X |  | X |
| Experience of analysing business processes, making recommendations for improvement, and implementing resultant change. | | D | X |  | X |
| Experience of working in a climate of transformation and/or continuous improvement. | | D | X |  | X |
| **Skills** | | | | | |
| Excellent communication and interpersonal skills with people at all levels, inside and outside of the Service. | | E | X |  | X |
| Possess skills for statistical collection, collation, analysis and reporting, and the ability to manipulate and present information and statistics using appropriate software packages | | E | X |  | X |
| Proven organisational skills, with the ability to review and set up administrative processes and procedures, and to work well under pressure. | | E | X |  | X |
| Strong analytical skills and able to interpret a range of data to inform and make recommendations for improvement. | | E | X |  | X |
| Able to prioritise, work to deadlines and manage time effectively with minimal supervision. | | E | X |  | X |

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| **Personal Attributes** | | | | |
| An understanding of fire and rescue services or similar organisation (e.g. stakeholders, structure and culture). | D | X |  | X |
| Adaptable with a flexible approach to work. | E | X |  | X |
| Able to work effectively both individually and as part of a team. | E | X |  | X |
| Professional in conduct. | E | X |  | X |
| Strong stakeholder ethic with customer orientated approach. | E | X |  | X |
| Committed to undertake relevant training and continuous professional development opportunities. | E | X |  | X |