

Role profile

Job title	Insurance Manager
Department	Asset Strategy
Reports to	Head of Asset Strategy
Job level	3
Review date	

1 Role purpose

A summary of the core purpose and overarching responsibility of the role.

- 1.1** Accountable for the management and procurement of insurance cover for the Group's assets and liabilities, managing relationships with insurers/brokers, customers, and stakeholders.
 Deliver effective insurance solutions across the group improving performance and reducing costs and business risk.
 Provide a comprehensive insurance claims handling service for all liability and group property claims.

2 Key responsibilities of the role

A non-exhaustive list of the key role responsibilities and duties to be carried out by the post holder.

- 2.1** To manage the groups' insurance renewal and re-tender, liaising with brokers and internal departments to gather the Groups' data and review the suitability of the insurance cover across the Group. Preparing and processing of premium allocations /apportionments for the group's subsidiaries where appropriate.
- 2.2** Manage the property, public liability and vehicle claims process, ensuring notification to insurers and arranging evidence gathering to support the groups position. Manage and oversee investigations and ensure claims records are up to date and accurate in the groups internal claims management system.
- 2.3** Maintain and develop the Groups' internal claims management system (SHE) to support the external insurance claims process, regularly reviewing and streamlining

	system processes implementing new solutions identified. Producing reports from the internal departments to report on claims outcomes.
2.4	Identify and work with the group to create practices and procedures that ensure risks are managed effectively from an insurance viewpoint for both property and H&S risks. Keep procedures up-to-date and ensure appropriate people are aware and able to follow the procedures as appropriate to reduce potential claims, arranging training and briefings to support this.
2.5	Manage and update the construction bond matrix to support the Groups development and construction departments, reporting on the external account capacity to contribute to Group management reports. Maintain good working relationships with surety underwriters providing regular financial and construction pipeline updates to support ongoing facilities.
2.6	You will be responsible for managing, amending and renewing key Group policies and processes, such as but not limited to, Major Incident Process, Construction and Performance Bond Process, Renewal Process
2.7	Utilising the internal claims management system and external claims portal to analyse and report on any related 'risk activity' outlining any trends and recommending procedures to reduce the impact on the financial aspects of the insurance programme.
2.8	Responsible for the insurance budget and communication across the Group, providing budget reports and premium breakdowns to support the Groups' budget process. Compiling premium allocations and responding to accounting queries for the groups finance function.
2.9	Keep up-to-date with changes in insurance regulation and legislation to ensure full compliance within the insurance function. Maintaining regular contact with brokers, underwriters and consultants, attending briefings when required and feeding back any updates to the relevant Group departments.
2.10	Responsible for overseeing the administration of the insurance information in the Groups' internal asset management system ensuring the insurable interest for each property is kept up to date. Preparing a report from this data to contribute support insurance quotations.
2.11	Provide advice on insurance and risk related matters, responding to and resolving insurance queries from internal departments and third parties within the agreed SLA's, handling any insurance matters relating to the group as required.
2.12	You will be responsible for analysing and managing claims data across a number of genre and reviewing the Groups' flood and storm risk data.
2.13	You will be responsible for the management of the reinstatement costs and updated figures for the Group's stock portfolio.
2.14	You will be required to present information to internal stakeholders within the Group and be required to deliver presentations to stakeholders both internally and externally.
2.15	Knowledge of the section 20 process is essential and the service charge process within the Social Housing sector.

3 General responsibilities

A summary of universal responsibilities and requirements of all roles across The Regenda Group.

3.1	To understand and support The Regenda Group's commitment to regenerating places and creating opportunities for people and to actively contribute to achieving this vision within the job role.
3.2	To ensure compliance with the Group's Health and Safety policies.
3.3	To support and uphold the Group's internal customer service standards.
3.4	To undertake relevant Continuing Professional Development applicable to professional bodies relevant to the role and be prepared to undertake training as directed by the Group.
3.5	To attend meetings and events as may be required from time to time at other Group offices and external locations which may not be easily accessible by public transport.
3.6	The post holder may be directed by their line manager to carry out other duties and responsibilities in line with his / her post, grade, skills, knowledge and experience.

4 The Right Fit

A list of the desired skills, experience, knowledge and personal attributes to ensure individuals are 'the right fit' for the Company and the role.

4.1	Ability to work well under pressure and meet deadlines, demonstrating a well-organised and logical approach to work.
4.2	You will hold a professional and relevant insurance qualification and a desire to continue your professional development. (E)
4.3	Experience of managing processes and influencing key internal and external stakeholders.
4.4	Strong commitment to deliver results and make a meaningful contribution in a team environment.
4.5	Understanding of risk management and ability to persuade others to follow best practice.
4.6	Good track record in a position of responsibility, handling insurance negotiations between client, Broker and Insurers.
4.7	Advanced skills for the use of MS office applications – Word, Excel and Powerpoint. With an ability to adapt to new IT systems and acquire an understanding of the logic that sits behind them.
4.8	Excellent communication skills written and verbal, have the ability to interpret insurance policy wordings to internal departments
4.9	The post holder will be required to travel to other offices, and to site. Therefore, a Full UK driving license is required. (E)
4.10	Experience of working with an array of tenure which will include the delivery of section 20 consultation and the impact of service charges.

5 Our values

The post holder must be able to demonstrate our values in the workplace.

5.1	Customer centric
5.2	High performance
5.3	Efficiency and value for money
5.4	One team
5.5	Ambition and dynamism
5.6	Openness and honesty
5.7	Communication