

INSURANCE AND CONTRACT MANAGER

Job Ref: REQ240984

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

The Finance Office includes c.50 colleagues who deliver financial support to the University.

Teams within the department include Financial Accounts, Treasury, Financial Planning and Analysis, Business Partnering, Tax, Procurement, Insurance and Financial Systems. The teams operate together to cover all aspects from transactional finance through to the development of the University's long-term financial plan and delivery of the £300m+ per annum revenue budget.

Job Description

Job Grade: 6

Job Purpose

To deliver a first-class insurance and procurement service which supports the aims and objectives of Loughborough University.

Responsible for managing the University's insurance portfolio, you will provide technical, specialist advice on a diverse range of insurance issues. This encompasses insurance policies in excess of £1m p.a. including travel, motor and property. You will manage relationships with our insurers and brokers, working collaboratively across the organisation to proactively manage insurable risk to the University whilst also providing pragmatic solutions to allow the business to continue operating.

Working closely with procurement, you will lead on delivering process improvements across several of our corporate contracts, specifically those with inherent insurable risk. You will prepare reports and analysis, using data to identify trends and inform policy and operational changes. You will also support the Policy lead in developing and delivering broader contract management and insurance training across the University, and work more broadly with category managers to understand insurance risks in complex procurements.

Job Duties

Manage University Insurance cover

1. Ensure that the University's insurance arrangements adequately reflect its statutory and regulatory responsibilities.
2. Lead the annual insurance renewals process ensuring that all necessary information is collated and provided to insurers by set deadlines. This includes the management of 20+ insurance policies with a budget of around £1m per annum.
3. Maintain market intelligence to identify issues for shaping University policy, inputting into the development and maintenance of disaster recovery and business continuity plans.

4. Ensure the University has appropriately identified all potential areas of claim and significant exposures and has appropriate insurance in place. Support schools / services in the identification of these.

Manage Insurance claims (reporting through to claim and recovery)

5. To act as the first point of contact for insurance queries within the University, and external stakeholders where applicable.
6. Ensure that claims are managed and settled effectively and efficiently, including recovery from third parties where appropriate. Investigate circumstances of the incidents, liaise with University colleagues, provide information to the broker / insurer within agreed timeframes and communicate with the claimant and the relevant third parties as required.

Policy development and contract management

7. Contribute towards procurement and insurance policy development and improvement, specifically where processes interact with insurable risk and corporate contracts.
8. Support category managers in understanding insurance risks in complex procurements.
9. Deliver broader contract management support to category managers as and when required.

Risk and Insurance awareness

10. Develop relationships both inside and outside the University to advise and promote appropriate risk awareness, ensuring that individuals are well versed in insurance requirements.
11. Contribute to the delivery of training workshops, guidance and awareness initiatives on insurance policies, legislation and processes.
12. Support in developing and delivering broader contract management training across the University, improving awareness of risks, key policies and procedures.

Reporting and analysis

13. Prepare reports and other materials, using standard and some non-standard formats and software. Identify trends from data on claims, activities and spend and use to inform recommendations for University policies and operational changes.

Knowledge and best practice implementation

14. Maintain technical knowledge to implement good practice in accordance with professional guidelines e.g. training and development, attendance at professional and/or sector conferences.
15. Undertake on-going insurance and procurement training as appropriate and attend appropriate CPD courses to ensure post holder is updated on market and legislative changes.
16. Collaborate with external stakeholders (e.g. Northern Universities Insurance Group (NUIG), the British Universities Finance Directors Group (BUFDG) regarding the University's approach and management of policies, legislation and practices)
17. To ensure that administrative systems and processes that support insurance and procurement are running effectively and efficiently. Operate a keep it simple approach and a culture of continuous improvement, seeking to automate or simplify processes where possible.

Functional Contacts

- The wider University Finance Office
- University insurers and brokers, including solicitors representing the University in liability claims
- Key University Services including Legal Services, Health, Safety and Wellbeing, Student Services, Sport, Security and Estates and Facilities Management
- Insurance professionals from other organisations through various sector networks (BUFDG, HEPA, NUIG)
- Procurers and Contract Managers from across the University's Schools and Services
- Public Buying Organisations, including the HE sector purchasing consortia

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equity & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Belonging and Inclusion and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Procurement Policy Lead.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Assessment
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of working in an insurance related role, liaising with internal and external parties in the management of insurance risks and claims	1, 3
	Operational knowledge of aspects of contract management of insurance providers and/or suppliers of goods and services	1, 3
	Experience of interpreting policies, legislation, regulations and advise on risks, implications of non-compliance, and improvements	1, 2, 3
Skills and abilities	Well-developed communication and relationship management skills	1, 3
	Able to challenge, influence and build relationships	1, 3
	Adept at identifying risk and planning/undertaking mitigations through making recommendations and influencing others	1, 2, 3
	Attention to detail, with the ability to work to tight deadlines and manage conflicting priorities	1, 2, 3
	Ability to comprehend and explain complex subjects in a readily understandable fashion.	1, 3
	Able to analyse and interpret data to provide high quality reports, and clear and concise information.	1, 2, 3
	Able to provide innovative solutions to complex problems	1, 3
	To handle information confidentially and with sensitivity, working flexibly with internal/external colleagues.	1, 3
	Proficiency in the use of Microsoft Office packages/systems	1, 2, 3
Qualifications	Educated to Degree level or equivalent experience/qualifications with relevant experience.	1

Desirable Criteria

Area	Criteria	Stage
Experience	A good working knowledge of the education sector and insurance related issues.	1, 3
	An understanding/awareness of practical applications of risk management techniques.	1, 3
	Experience of processing claims and dealing with confidential/sensitive information.	1, 3
Qualifications	CII qualified/part qualified or willing to pursue relevant qualification	1

Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on MANAGEMENT AND SPECIALIST GRADE 6 (£34,866 - £45,163 per annum) at a starting salary to be confirmed on offer of appointment. The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff.

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which can be found [here](#). The University offers a wide range of employee benefits which can be found [here](#).

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>