

**SOUTH WALES FIRE AND RESCUE SERVICE**  
**JOB DESCRIPTION**

<b>Department</b>	Corporate Support
<b>Post</b>	Insurance Admin Officer
<b>Post No</b>	NU133
<b>Grade</b>	Grade 7
<b>Location</b>	Fire Service Headquarters
<b>Responsible to</b>	Legal Services Manager
<b>Responsible for</b>	N/A
<b>Responsibility for Physical Resources</b>	Various Data Bases
<b>Responsibility for Financial Resources</b>	N/A

**This job description refers to the main purpose and responsibilities of the post. It does not necessarily list in detail all of the tasks required to carry out these responsibilities. This job description will be reviewed as and when necessary to ensure that it meets the Service's business requirements.**

<b>MAIN PURPOSE OF THE POST</b>
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Responsible for the day to day administration and main liaison for all insurance matters both internally and externally.
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**DUTIES AND RESPONSIBILITIES:**

1. To receive, distribute and record details of claims for liability (public and employers) incidents in line with policy requirements and provide all available information for investigations.
2. To accumulate and facilitate all information requests for liability cases including logging claims and payments, statements, affidavits, court attendance etc.
3. To liaise with all roles/grades, departments, outside bodies, brokers, solicitors to process liability claims, address insurance queries, seek and convey appropriate advice eg FOI requests
4. To oversee the receipt, distribution and recording of vehicle accident report forms, to ensure the notification to insurers of incidents in line

with policy conditions and provide all available information of accident circumstances and any subsequent investigations.

5. Review motor accident costs prior to closure of claims to ensure all relevant financial recoveries have been made.
6. To maintain all claims databases and ensure accurate information and conduct a 6 monthly audit of the Motor Insurers' Database (MID) to ensure that the MID is maintained accurately by F&E and is an accurate reflection of the Service's fleet.
7. Prepare reports and present statistics, both liability and vehicle, for groups & committees including but not limited to: H&S committee, RRG, AIRT as well as Directorate meetings and statistical returns. Also to assist in the development and maintenance of performance indicators and management information for the section in the service performance management systems.
8. To maintain policy details of vehicles insured and issue certificates, green cards/bail bonds and authorisation documents for foreign travel.
9. Provide statements to individuals of motor claims history.
10. To manage all aspects of loss of, or damage claims for Fire & Rescue Service property and pursue to conclusion.
11. Completion of annual renewal and tender schedules, on contract expiry, including the coordination and collation of all relevant information required for renewal of insurance portfolio through insurance broker.
12. To pursue quotes and obtain information on insurance cover for additional items.
13. To raise orders, check invoices and pass for budget holder's approval for any insurance premium.
14. Develop, assist and advise in the updating of Fire & Rescue Service policies, procedures and documents where insurance is relevant. To identify and implement opportunities to secure continuous improvement.
15. Maintain and update the insurance webpage with relevant and timely updates.
16. To represent the SWFRS at insurance meetings when required.
17. To observe and promote practices and activities which are within the Health and Safety and Equal Opportunities of SWFRS.

## **STANDARD SERVICE REQUIREMENTS**

- To attend in-house and external training courses as required.
- Any other duties commensurate with the grade and post.
- To co-operate fully with any scheme or pilot scheme that shall be introduced within the department or across the Service.
- To implement the principles of the Service's Equal Opportunities and Diversity Policies and Welsh Language Schemes whilst carrying out the above duties.
- To adhere to Health & Safety Legislation/Relevant Service Policies and Procedures and to take reasonable care for the health and safety of yourself and other persons who may be adversely affected by your acts/omissions.

## **ORGANISATIONAL VALUES**

In performing the above role, all employees of the Service are required to observe and promote the Service's Core Values to be, at all times:

- Professional
- Caring
- Respectful
- Dedicated
- Trustworthy
- Dynamic
- Disciplined
- Resilient

