



Job Profile and Working for Stockport

Our Council

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

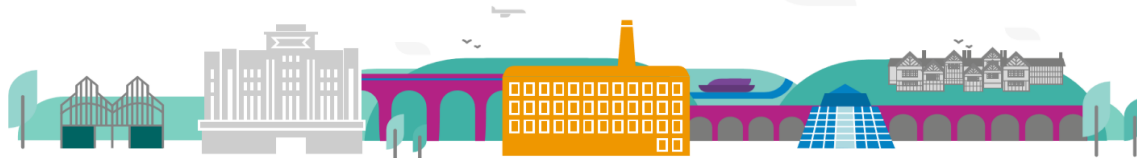
Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>





Ambitious Stockport, creating opportunities *for everyone*

About the Job

Role:	Senior Claims Handler
Service Area:	Add Service Area here
Directorate:	Corporate and Support Services
Salary Grade:	SO1

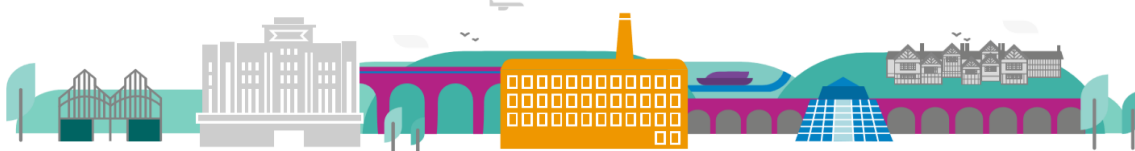
Main Purpose of the Job

To provide an efficient and effective insurance claims handling service for Council Services, affiliated companies and external customers.

Key Responsibilities

- Delivery of a quality claims handling service for personal injury and damage claims estimated up to a current approved value of £100,000.
- Interpret results of investigations, applying the circumstances to legal precedence, research case law and quantify damages including the collation and assessment of a range of factual information.
- Liaison with insurers, internal departments, schools and affiliated companies, regarding all types of public and employers liability claims to ensure effective management and review of outcomes and lessons learnt. The types of claims range from highways, housing, and parks to abuse and occupational disease.
- Deal directly with the authorities instructed solicitors in the event of litigation.
- Attend Court to represent the Council and give evidence in cases of disputed claims, including consultation with solicitors and barristers, as required.
- Maintain accurate and detailed records to enable the efficient operation of the service.
- Monitor key performance indicators in relation to the management of claims and provide information to the Insurance Manager.
- Produce reports and information to a professional standard and statements suitable for court presentation court proceedings / given evidence in court. Working to tight timescales sometimes under pressure to meet settlement dates and court deadlines.
- Write reports, letters and emails to various parties including claimants, internal directorates, external organisations, insurance providers, insurance brokers and solicitors.

Additional Information



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The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
 - Keeping the people of **Stockport** at the heart of what we do
 - Succeeding as a **team**, collaborating with colleagues and partners
 - Driving things forward with **ambition**, creativity and confidence
 - Showing value and **respect** to our colleagues, partners and customers.
- Substantial experience of insurance personal injury and damage claims handling including knowledge of case law, civil procedure rules and the ability to quantify damages.
- Experience of providing advice regarding minimising and managing risks.
- Experience of working in a busy and demanding environment and being able to work under pressure.
- An understanding of issues around confidentiality, data protection and information sharing between agencies and Council departments.
- Ability to make effective use of IT packages such as Microsoft Office.
- Ability to communicate effectively with officers at all levels and with external organisations such as the Council's insurance companies and solicitors.
- Experience of carrying out interviews, taking statements and presenting data suitable for court.
- Ability to work as part of a team or independently and organising your own workload.
- A legal or insurance qualification would be desirable.