

Part A

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

Essential

- Detailed understanding of and experience of all types of claims handling within a local authority environment
- An excellent understanding of the insurance market and insurances generally
- Developed and effective management skills
- Good IT skills
- A commitment to equal opportunities in service delivery and employment
- Ability to communicate effectively, orally and in writing, with a diverse range of people including staff.
- Excellent organisational skills
- Able to work to tight deadlines
- Developed and effective skills in building relationships with external bodies and partners
- Experience of contributing to strategies, policies and projects on insurance issues

Part B

The following criteria will be further explored at interview:

- Knowledge of challenges facing local government as a whole and the Council in particular
- Ability to organise and prioritise a team's workload to maintain high levels of performance
- Claims handling and underwriting experience
- Knowledge of fraud in the insurance sector
- Proactive approach to resolving issues and conflicts
- Understanding of the Council's equalities policy and applying this in the workplace.
- Approach to team working
- Commitment to learning and development of staff
- Excellent communication skills
- Approach to embedding Equalities Policy in your day to day role