

## Job Description

<b>Job Title</b>	Head of Risk and Insurance
<b>Directorate</b>	Finance & Resources
<b>Service Area</b>	Audit
<b>Grade</b>	13
<b>Competency Level</b>	4
<b>Salary</b>	£75,869 – £81,317
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not required
<b>Job Evaluation Ref No</b>	A9172

## Job Purpose

To deliver a high performing, well managed, strategic Risk and Insurance Service, ensuring Liverpool City Council's Corporate Plan and policy objectives are achieved.

The post holder will support strategic decisions and act as a lead on all aspects of operations, ensuring the customer is at the heart of decision making.

As a member of the service leadership team, the post holder will contribute to the strategic direction and coordinate the operational management of all aspects of risk and insurance, in the context of local and national priorities.



## **Directly Responsible For:**

The post holder will be responsible for three direct reports and a service of approximately 14 officers.

## **Directly Responsible To:**

Director of Internal Audit

## **Main Areas of Responsibility:**

- To provide excellent leadership within a climate of continuous improvement and value for money ensuring performance is maximised across the whole Risk and Insurance service
- To provide relevant assurance on the arrangements in place for the proper administration of the authority's risk management, insurance, and claims management services in line with best practice and industry standards
- To manage the delivery of risk management, insurance and claims management, including resources, for the council and external clients, by ensuring it remains relevant to current and future risks
- Actively manage contracts within the service area, ensuring that contracts are relet within agreed timescales and the opportunities for efficiencies are identified and taken
- To ensure that Liverpool City Council meets its aims, core values and business objectives as set out in the relevant corporate plans
- Responsibility for co-ordinating the management of the operational delivery for the Risk and Insurance service and advising the Director of Audit, Senior Leadership Team and Elected Members on all related matters
- Working collaboratively across the organisation to support the delivery of the council plan

- Understands the complexities of political dynamics and uses this to build credibility and manage relationships with elected members by successfully advising and supporting them
- To support the Director of Audit in leading a service that offers a range of high-quality services with appropriate technical expertise and advice in all areas
- To be actively involved in appropriate professional networks across the region and the core cities to ensure we are learning from others and developing new ideas that will benefit the region as well as the city
- To provide a professional lead, supporting the operational management team, on all risk and insurance issues
- Drive the improvement/transformation agenda within risk and insurance and develop capacity in key areas to support services in meeting local and corporate objectives
- To be one of the key players within the service in a management capacity actively seeking and applying best practice and innovative methods of service delivery
- Undertake horizon scanning and identifying “world class” evidence-based research supporting transformation and improvement
- Support the development of the Council’s commitment to equal opportunities and promote non-discriminatory practices in all aspects of work undertaken
- Ensure that work complies with all statutory and governance requirements including Scheme of Delegation, Constitution, Standing Orders and Financial Regulations of the City Council and ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the City Council safety plan
- Takes accountability for outcomes and responsibility for delivery of services within the Risk and Insurance service
- Sets clear objectives linked to priorities, cascading challenging yet achievable deliverables to managers

- Monitors progress towards KPIs acting as an enabler to achievement, not a blocker
- Knows what to do and when to do it, delivering at pace and changing path when necessary

## Supervision and Management Responsibility:

- Ensuring activities are planned with the management team to include meaningful one to one conversation, quality annual appraisals and regular workforce planning and development
- Managing performance and behavioural issues effectively where input and escalation is appropriate
- Provides authentic, honest, and respectful leadership to inspire individuals and teams
- Uses empathy, mentoring and coaching to motivate and engage, developing talent and making people feel respected, bringing out the best in them.
- Uses emotional intelligence to consider the impact of own actions
- Where escalated support is required challenges poor performance constructively and holds difficult conversations to bring about change in behaviour taking action to make courageous decisions when required
- Communicates with credibility and conviction to convey key messages and influence people

## Budget and Financial Responsibility:

- Being accountable for managing all the council's resources (people and environmental) and complying with statutory requirements, including managing your own functional cost centre budget, managing time, avoiding unnecessary waste and reuse and recycle to support the council's green agenda

- Monitor financial performance and deliver within budget
- Responsible for ensuring that there is a culture of value for money and compliance with financial regulations across the service
- Have regard for and use of relevant performance and financial benchmarking data as part of business planning to identify opportunities for improved value for money
- Responsible for financially planning, procuring, and negotiating commercial arrangements to ensure risks are managed within budget affordability limits and best value is achieved
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies exploring different options for funding and income generation

### **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

### **Physical Demands of the Job:**

- This post will involve prolonged periods of sitting as well as a requirement of travelling to meet service needs

### **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement

- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan
- Commitment to managing people well and in line with the Council's People Plan
- Business continuity, emergency planning, and risk management
- Participation in the tactical/out of hours rota

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency Level 4

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- To hold a relevant risk management qualification, plus ongoing membership, and have extensive experience of working at a senior level within a risk and insurance setting. To be able to demonstrate a commitment to continuous professional development (A/I)

### Desirable

- Insurance qualification
- Management qualification or on the job experience supplemented with relevant training

## Experience

### Essential

- Extensive experience of having successfully led a risk and/or insurance team in a similar sized organisation (A/I)
- Demonstrable experience of delivering significant improvements/change in a risk and insurance environment (A/I)
- Extensive knowledge, experience and understanding of the major issues facing the service (I)

- Experience of working with strong accountability systems, either through elected boards, strategic boards, shareholders, or political governance systems (A/I)
- Significant experience of leading and managing a successful risk and insurance team within a complex environment (A/I)
- A thorough understanding of the legislation and statutory framework affecting local government (I)
- Extensive experience of driving or leading key projects and delivering successful outcomes efficiently and effectively (I)
- Extensive demonstrable experience of leading a performance culture including people planning, target setting, performance appraisal and the management and motivation of diverse staff groups (A/I)

## Desirable

- Experience of working in local government

## Skills/Abilities

### Essential

- Experience of coaching and mentoring managers to effectively undertake their responsibilities for managing the performance and development of their staff (A/I)
- Proven ability to manage own delivery in a planned and structured manner initiating service and organisational improvements (A/I)
- Excellent relationship management skills and ability to navigate diverse and sometimes conflicting stakeholder views and interests (A/I)
- Proven ability to positively challenge plans and strategies involving large scale complex change programmes (I)



- An exceptional level of written and oral communication skills, able to communicate complex issues in a clear and effective manner adapted as appropriate to the audience (I)
- The ability to influence and negotiate effectively, persuasively, and sensitively to resolve conflict resolutions (I)
- Experience of delivering professional and persuasive presentations to large internal and external groups building strong and internal networks to benefit the organisation and its stakeholders (I)
- Creative with an innovative, fresh thinking approach, challenging the status quo bringing ideas to address new and existing challenges (A/I)
- Strong collaborator with demonstrable ability to bring people together from across the organisation and wider, and to empower individuals and teams to deliver outcomes (A/I)
- Experience of leading strategic initiatives or of contributing towards strategy/policy development and implementation (A/I)
- Ability to monitor, analyse and predict changes in the internal and external environment to advise on risks and opportunities and to inform the development of strategy and plans (A/I)
- Demonstrable ability to quickly adapt and respond to changing circumstances and to operate in an environment of uncertainty or ambiguity (I)
- Significant experience of operating with a high degree of autonomy in a self-motivated manner, prioritising competing work demands and meeting multiple deadlines (I)
- Demonstrable experience of being a role model, with leadership skills and integrity (I)
- Ability to make effective evidence-based decisions under constraints and/or in the face of uncertainty, complexity, or incomplete information (A/I)
- Experience of using insight/intelligence to improve organisational performance or to make recommendations (A/I)

## Commitment

### Essential

- Able to deliver the council's commitment to equality of opportunity both in provision of services and as an employer (A)

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

## Other

### Essential

- A demonstrable record of achievement in promoting and delivering service improvement, customer care, safeguarding and equality and diversity (I)
- Ability to maintain, develop and monitor performance indicators for services and use them proactively to improve performance (I)