

**Job title :** Insurance Analyst

**Line manager:** Group Insurance Manager

**Grade (if applicable):** 3



## Role purpose:

To provide transactional and operational insurance support and excellent front line customer service by working in partnership with internal and external stakeholders, ensuring client needs are met and the Insurance team objectives are achieved.

## Key results:

To assist with the provision of insurance services across a range of service areas, working with directorate and departmental management teams to deliver a first-class insurance support service.

Assist the implementation of short and long-term claims management and general Insurance reporting procedures, helping to ensure regulatory any claims or regulatory reporting fully compliant and accurate.

Provide a user-friendly, customer-focused and reliable service at all times, creating strong working relationships with internal and external customers and consistently demonstrating a “can-do” attitude.

To carry out any other duties and to deputise for the Group Insurance Manager and Insurance Finance Manager as required.

## Success metrics:

To assist with the provision of insurance services across a range of service areas, working with directorate and departmental management teams to deliver a first-class insurance support service.

Ensure delivery of insurance services is in compliance with Peabody’s procedures and policies including investigation, management and settlement of claims and related control procedures.

Build effective networks internally across the organisation and externally to support delivery of the group strategy and the new localities model.

Ensure value for money is achieved through Peabody’s claims experience.

To advise and support our customers in resolving their queries and issues, ensuring that their expectations are managed and proactive resolutions are identified.

## About you:

**You will be an individual possessing :**

- strong analytical skills and strategic insight
- Sound insurance/claims management knowledge and excellent ability to apply knowledge to practical business solutions
- Ability to work independently, exercising good initiative and judgement
- Excellent written and verbal communication skills
- Proven time management and prioritisation skills

**Version Date:**

**Signed off by:**

- Proven experience and ability to deliver excellent customer care and valuing diversity
- Proven attention to detail and ability to work on a variety of tasks simultaneously
- Ability to work under pressure and meet deadlines and targets

**You will have:**

Knowledge of claims management process and experience of claims databases such as Claims Control or JCAD.

Degree level qualification or similar experience.

Preferable – Chartered Institute of Insurance qualified (CII Cert minimum) or in the process of studying for Certificate In Insurance.

Legal experience.