

Job Family:	Delivery – Front Line – Process knowledge	Grade:	8
Job Title:	Senior Paralegal Insurance Officer	Directorate:	Resources
Date:	4 December 2019	Version	1:1

Role Profile - Details Specific to Job Family

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

Role Profile - Details Specific to Grade

Will have accountability for achieving clearly specified and measurable results either personally or through the leadership of a team. Will be dealing with complex problems and issues within the boundaries of technical or professional skill and knowledge. Will make recommendations on procedural improvements and other initiatives to enhance team performance.

Roles requiring a level of professional expertise to deliver a front line service.

Brief Description of job role and department

Provide efficient and effective handling of a range of files inclusive of public liability, employers’ liability and RTA matters, take referrals and supervise junior colleagues, and prepare documents for court including witness statements.

Representative accountabilities

- Deliver service activities and manage caseloads to ensure intended outcomes for customers and the Council are delivered within agreed service standards.
- Identify and implement improvements in own work area in order to deliver continuous service improvement and improved outcomes to customers.
- Liaise with customers to review service requirements and resolve problems.
- Keep up to date with changes in policy/legislation/contractual requirements in order to ensure service delivery is effective and complies with appropriate regulations.

Budgetary accountabilities

- To exercise and authorise settlement up to £100,000 or as agreed by the Insurance Manager, subject to the agreed notification processes with insurers. This is to be delivered on the understanding that accountability, as so far is reasonable, is accepted for these decisions noting that if taken incorrectly they may have financial and reputational consequences far exceeding those values.

Specific accountabilities

- Handle a portfolio of cases from inception through to settlement.
- Take referrals and supervise the work of junior colleagues.
- Accurately assess quantum, negotiate competitive settlements and pursue recoveries.
- Compile litigation bundles, take witness statements and attend meetings with experts or claimants.
- Represent the council in small claims proceedings and work with panel solicitors on other litigated cases.

- Instruct and manage suppliers (loss adjusters, etc).

Person specification (knowledge, skills, experience and behaviours required in the role)

- Three to five years' experience of assisting with complex or high value public liability, employers' liability and RTA matters.
- Excellent written and verbal communication skills.
- The ability to manage multiple tasks or caseloads.
- Good attention to detail to be able to carefully analyse files and data.
- Legal research skills and the desire to develop your understanding of the law.
- The ability to work well under pressure and to tight deadlines.
- Good teamwork skills particularly when working with other departments to complete your tasks.
- Professionalism when working with colleagues, suppliers and clients.

Corporate Responsibilities

To be aware of and perform the duties of the role in accordance with all Council policies and procedures including:

- Health and Safety
- Finance (including code of conduct, fraud and compliance)
- Equalities and Diversity
- The Council's Code of Conduct
- The Council's Core Behaviours
- Information Security and the Data Protection Act
- Emergency Planning
- The Council's Core Values and other Sutton and Kingston policies and procedures
- The Council's expectation of a 'Being a Manager in Sutton'
- Undertake duties consistent with the responsibilities of the post as required by the designated line manager/supervisor.