

Kent County Council

Job Description: Inspections and Insurance Investigation Officer

Directorate: Growth, Environment and Transport

Unit/Section: Highways and Transportation

Grade: KR7

Responsible to: Highway Safety Inspections Manager

Purpose of the Job:

The post holder will be part of the Highway Safety Inspections Team, providing technical and administrative support to the inspectorate. You will also provide resilience in the insurance claims investigation process. Working in close liaison with KCC Insurance team to provide an independent investigatory service for reviewing the circumstances behind Personal Injury and Damage claims against the Authority, specifically for Highways-related claims.

Main duties and responsibilities:

1. Process Temporary Traffic Regulation Orders on behalf of the Inspectorate using online platforms in accordance with NRSWA requirements.
2. Link with Insurance team as required to identify Injury claims requiring investigation working closely with the Insurance Claims Investigator to ensuring prompt return of information to KCC Insurance within the timescales set for Ministry of Justice reforms.
3. Organise and conduct site visits with claimants where necessary ensuring all relevant information is obtained, focusing on specific details with regard to the claim and compiling reports for submission to Insurance.
4. Interrogate electronic systems in order to identify records, downloading relevant information in order to compile and collate timely and accurate reports.
5. Provide general administrative support to the team, assisting at meetings by taking accurate minutes and keeping track of agreed actions.
6. Assist in the collection and management of key performance indicators and information that can be used to improve any part of the service.
7. Undertake supplementary administrative and technical tasks as and when required, to support other team members and the line manager(s).
8. Respond to enquiries from Risk Management and Insurance regarding insurance claims and attend court as a witness when required.
9. Ensure compliance with Health and Safety legislation
10. Actively suggest improvements and promote innovative developments to the work of the Inspectorate.

11. You will be required to provide assistance to other teams within the GET directorate, or any other part of KCC, from time to time as and when your skills and knowledge are required for particular projects and initiatives.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: Inspections and Insurance Support Officer

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none"> • GCSE (or equivalent) at C grade or higher in Maths & English. • Educated to NVQ level 2 or equivalent
EXPERIENCE	<ul style="list-style-type: none"> • Experience in the use of relevant computer applications. (Oracle, Confirm, Microsoft Office, Acrobat Pro). • Experience in an investigative role. • Experience of providing good customer care.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to work within a team as well as on own initiative • An ability to work to deadlines and under pressure • Excellent level of computer skills including the ability to use Microsoft Office including Word, Excel, PowerPoint, Outlook, the use of electronic diary management and minute taking • Well organised and efficient with an attention to detail • Excellent written communication skills are particularly important, as are accuracy and attention to detail. • Excellent customer care and teamwork skills • Ability to use and interpret spatial data (maps and drawings) • Able to communicate effectively, both verbally and in writing, at all levels with internal and external stakeholders and members of the public. • Ability to deal with public in difficult circumstances • Demonstrable skills in managing information and communicating with others • A Full UK Driving Licence – The Council is committed to making reasonable adjustments so whilst this job requires the jobholder to drive your application will still be considered if you are unable to drive due to a disability.
KNOWLEDGE	<ul style="list-style-type: none"> • Customer care • Knowledge of codes of practice and legislation relating to the Highways Act (1980) • To understand the basic functions of the County Council and a highway authority. • To have a reasonable geographical knowledge of the County
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make

	<p>Our values enable us to build a culture that is:</p> <ul style="list-style-type: none">Flexible/agile - willing to take (calculated) risks and want people that are flexible and agileCurious - constantly learning and evolvingCompassionate and Inclusive - compassionate, understanding and respectful to allWorking Together - building and delivering for the best interests of KentEmpowering - Our people take accountability for their decisions and actionsExternally Focused - Residents, families and communities at the heart of decision making
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