

## Insurance Officer

<b>Job Reference:</b>	8805
<b>Department:</b>	Governance and Legal Services
<b>Grade/ Salary:</b>	Grade 5, £30,176.19 - £34,403.15
<b>Contract Type:</b>	Permanent
<b>Hours:</b>	0.4fte / 14 per week ( Part time)
<b>Location:</b>	New Cross, London

Closing date for applications: **14 November 2019**

Interviews: **Week commencing 18 November 2019**

### Goldsmiths

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Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact [hr@gold.ac.uk](mailto:hr@gold.ac.uk) to make your request.



Passionate about advancing equality  
and celebrating diversity.  
Together, we are different



Together  
we are different

## **Department of Governance and Legal Services**

The Governance and Legal Services team is responsible for maintaining the systems which need to be in place to ensure that the College is effectively governed and operates in compliance with the regulatory systems and statutory duties by which it is bound. The team, supports Council, its associated committees and the Senior Management Team to ensure effective decision-making, and incorporates the following functions:

- Corporate and academic governance
- Council relations and management
- Secretariat support services
- Risk Management
- Business Continuity and Emergency Planning
- Statutory, regulatory and policy compliance
- Information Governance, including Data Protection.
- Provision of immigration advice to students and staff
- Legal services
- Academic appeals, student complaints and disciplinary processes.

### **Job description**

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Reporting to: Head of Secretariat

#### **Summary:**

The insurance team sits within the Secretariat which is a critical department of Goldsmiths' central Administration, contributing to the breadth of the College's activities, providing assurance to key stakeholders and fulfilling its statutory and regulatory responsibilities.

The insurance function is key part of risk mitigation across the College. The Insurance Officer coordinates the collation and review of travel forms, risk assessments and claims notifications. They support responses to insurance claims and work with colleagues across the College to minimise the impact of incidents. They will support the Head of

Secretariat in communicating insurance processes and policies, responding to queries as and when they arise.

**Main duties:**

- Provide advice and support to GS community on matters related to GS insurance as part of the wider insurance team.
- Receive, process and review insurance documentation and ensure all documents are complete.
- Identifying and escalating matters complexity or severity to line managers.
- Processing insurance claims.
- Coordinating with external insurance providers, particular in relation to policy renewals and claims.
- File and maintain customer insurance files. This information is personal and confidential.
- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

**Person Specification**

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Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

**A = Application form      C = Certificate**  
**I = Interview                R = Reference**  
**T = Test / P = Presentation**

	<b>Category</b>
<b>Essential Criteria 1 - Qualifications</b>	
Educated to degree level or equivalent	A/C
<b>Essential Criteria 2 - Experience</b>	
Experience of communicating effectively, both verbally and in writing, with a wide range of stakeholders	A/I
Experience working in an administrative role requiring strong organisational ability and managing time and priorities well.	A/I
Experience maintaining strict confidentiality at all times, both in and out of the workplace.	A/I
<b>Desirable Criteria 2 - Experience</b>	
Developing and maintaining relationships with insurance brokers and underwriters	A
<b>Essential Criteria 3 – Knowledge</b>	
Knowledge of securing personal data	I
Knowledge of record management	I
<b>Desirable Criteria 3 - Knowledge</b>	
Knowledge of Higher Education Risks	A/I
Knowledge of insurance sector	A/I
<b>Essential Criteria 4 - Skills</b>	
Ability to provide clear and concise advice	A/I
Ability to maintain trust	A/I
Ability to manage a demanding workload and balance competing priorities	A
Exceptional Administrative skills	A

Strong computer skills with experience in automated systems required.	A
<b>Desirable Criteria 4 - Skills</b>	
Ability to exercise critical thinking, problem solving and judgment.	A/I
Ability to work independently and part of a team	A/I

**Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.**

For more information about the role, please contact Sally Priddle, e-mail [S.Priddle@gold.ac.uk](mailto:S.Priddle@gold.ac.uk).

**November 2019**

## Summary of Benefits

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If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- On-site cinema, Curzon Goldsmiths, with staff discounts and special screenings
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity, shared parental leave and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#) and [gym](#)
- Access to [University of London facilities](#) such as Senate House Library

## Further information

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For more information about Goldsmiths, please visit: [www.gold.ac.uk/about](http://www.gold.ac.uk/about).

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact [hr@gold.ac.uk](mailto:hr@gold.ac.uk), or visit [www.gold.ac.uk/hr](http://www.gold.ac.uk/hr).

***Thank you for your interest in working with us, we wish you all the best with your application.***