

Job description

Insurance and Operational Risk Manager

- Grade: PO7
- Reports to: Strategic Finance Manager (MTFS)
- Direct reports: None
- Your team: Corporate Finance
- Service area: Financial Management
- Directorate: Resources

Special requirements of the post

Workstyle: Desk-based worker (Lower presence, one day a week minimum)

- Colleagues who are not usually client or customer-facing and can mostly work anywhere with the right technology. Regular on-site activities are required such as team events and collaboration that are more productive face to face.

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

The post holder oversees the Council's insurance service, ensuring protection against financial risks that could disrupt council operations, services, or asset management. They are directly

accountable for all insurance arrangements and manage operational risks that affect the council's insurable standing. This role requires a current, relevant qualification in risk insurance or risk management, plus relevant experience delivering insurance and operational risk management within a large, multi-functional organisation. The post holder must combine technical expertise with practical experience to safeguard the Council's interests and maintain suitable insurance coverage at all times.

Key responsibilities

- Ensure the council's risks, assets and liabilities are appropriately insured, utilising the most suitable approaches such as managing the multi-million-pound Insurance Fund or arranging brokered insurance contracts, including consortium agreements with other London boroughs.
- Take a continual lead role as the Corporate Director of Resource's representative in the Insurance London Consortium, fostering the consortium's development and maximising value for money by including all relevant insurable risks.
- Fully manage the externally provided Insurance Claims Handling Service, fulfilling all related client management duties, including regular client management meetings, complaints review and overall performance management.
- Promote and ensure operational risk management throughout the Council, facilitating joint resolution of cross-council risk issues.
- Regularly review and recommend changes to key service policies, practices and provisions, oversee their implementation, and address any resulting implications.
- Act as the Insurance and Operational Risk lead officer, safeguarding the council's physical and financial resources while representing the Corporate Director of Resources in insurance-related matters.
- Maintain and communicate up-to-date expertise on evolving insurance and operational risk issues for the benefit of the Resources Directorate and the wider council.
- Liaise with external organisations, Internal and External Audit, and the council's Insurance Actuary on relevant matters.
- Contribute proactively as a council manager to collective leadership, championing the council's values, empowering staff and ensuring effective performance frameworks.
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

Budget responsibilities

Responsible for managing £20m of historical insurance liabilities across the council's insurance covers as at the end of the 2024/25 financial year, and annual insurance premiums of £2.3m.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Experienced Risk and Insurance Manager - Evidenced background in managing insurance and operational risk functions within large, complex organisations, with relevant experience and a strong track record of overseeing diverse risk and insurance portfolios.	Essential
2	Collaborative Partnership Working - Proven ability to work effectively in partnership with both internal teams and external stakeholders, supporting organisation-wide projects and initiatives to deliver results.	Essential
3	Specialist Sector Experience - Extensive experience in the delivery of insurance and operational risk management services, ideally in the public sector or other sectors with similar complexities and regulatory environments.	Essential
4	Team Leadership - Experience in leading and developing teams (direct or indirect), fostering a positive working culture, and achieving collective goals through effective management and motivation of staff or colleagues.	Desirable
5	Technical and Professional Expertise - Ability to handle complex assignments requiring advanced, specialist knowledge across a range of disciplines, with a commitment to staying current with changes in legislation and industry best practice.	Essential

Point	Criteria description	Essential/desirable
6	Analytical and Critical Thinking - Skilled at gathering relevant data, identifying key issues, and establishing cause-effect relationships to support informed decision-making and robust risk analysis.	Essential
7	Strategic and Operational Planning - Competence in developing and implementing strategic action plans, effectively allocating resources to achieve long-term organisational objectives.	Essential
8	Effective Planning and Organisation - Ability to design and follow structured processes for task completion, ensuring optimal use of resources and timely achievement of goals at both individual and team levels.	Essential
9	Performance and Relationship Management - Capability in setting performance standards, monitoring progress, offering training and support, and fostering strong working relationships both within and outside the immediate team.	Essential
10	Decisive and Innovative Problem-Solver - Able to make timely, effective decisions and generate creative solutions to complex organisational challenges, contributing positively to ongoing improvement and success.	Essential
11	Organisational Awareness and Customer Focus - Understanding of organisational systems, culture, and procedures, with a focus on recognising potential issues or opportunities.	Desirable
12	Resilience and Communication Skills - Maintains high levels of performance under pressure, meets deadlines, and communicates clearly and appropriately (both written and verbal), adapting style to suit different audiences and ensuring messages are effectively delivered.	Essential

Our accreditations



Our accreditations include: The Mayor's Good Work Standard, Disability Confident Employer, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.