

Assurance Officer

Team	Assurance Team
Salary	£33,366 - £37,938
You will report to:	Assurance Manager
You will manage:	n/a

The Assurance Officer will be responsible for delivering an effective and efficient insurance service to Stockport Homes Group (SHG) as well as further development and implementation of the Risk Management Framework.

You will review, monitor, and where appropriate follow up progress with risk owners to enable preparation of risk updates to Executive Management Team and Audit and Risk Committee (ARC) on strategic and operational risks.

You will be responsible for coordinating information for insurance contracts and claim investigations to enable them to be properly defended. This will require effective liaison with internal / external colleagues to adequately protect SHG from losses.

Your responsibilities will include:

- ✓ Being responsible for coordinating information needed for insurance claims investigations, working in conjunction with Stockport Council and others.
- ✓ Influencing how the facts and circumstances will be determined and gathering evidence needed to develop a robust defence.
- ✓ Providing advice and guidance on insurance matters by being familiar with the detail of insurance policies/coverage.
- ✓ Remaining fully aware of SHG's operations (both existing and new) to identify new insurable risks and ensure insurance coverage remains fit for purpose, taking action as necessary.
- ✓ Providing accurate information to the Council and insurers for the annual insurance renewal (and for any tender exercises).
- ✓ Coordinating the end-to-end process for motor claims, liaising with internal & external parties.
- ✓ Ensuring insurance documentation is accurate and keeping correct records of insured assets, including properties, equipment and plant / vehicles
- ✓ Utilising a range of other IT systems effectively to obtain information / documents / evidence.
- ✓ Identifying and recommending opportunities to enhance processes / systems / behaviours within SHG and persuade people to embed change
- ✓ Creating, interpreting and analysing management information / KPIs and recommend risk mitigation actions to the business.
- ✓ Utilising a range of IT systems effectively to obtain and record information / documents / evidence.

Assurance Officer

About you:

- ✓ Having an inquisitive nature and being able to ask challenging questions, confront issues and get to the truth
- ✓ Having a positive attitude, being an effective communicator and being adept at developing effective working relationships with a range of internal and external stakeholders
- ✓ Being able to share knowledge, coach others and explain complicated concepts in a simple way
- ✓ Having an ability to plan own workload, work autonomously, meet tight deadlines yet remain flexible and adaptable to change
- ✓ Having a commitment to continuous learning and development, keeping up to date with key changes and updating SHG processes as required
- ✓ Having attention to detail, being able to manage a complex caseload and maintain accurate records at all times
- ✓ Taking ownership of issues, be an effective problem solver and using their initiative to identify and deliver the right solution(s)
- ✓ Being able to collate data and information from a variety of sources and to interpret and analyse appropriately
- ✓ Ensuring highly confidential records are safeguarded at all times and that working practices ensure the security of personal and sensitive data

What we offer:

Pension

Access to the generous benefits the GMPF scheme offers, including life cover.

Annual Leave

26 days, increasing to 28 days after 5 years' service.

Health Cash Plan

Claim back a proportion of your everyday healthcare and medical expenses.

Retail Discounts

Access to discounts providing savings on food and shopping.

Flexible Working

Flexible/Hybrid working, to ensure a healthy work life balance.

Work Pattern

Full Time
37 Hours

Core Values

Ambition

We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers.

Social Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people.

Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work.

Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things.

Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships.

Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional.



INVESTORS
IN PEOPLE

Platinum
Until 2025



Health &
Wellbeing
Award

