

Job Description & Person Specification

Professional Services and Senior Manager (excluding VCE) roles

JOB DESCRIPTION

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| Job title | Risk and Insurance Officer |
| School/Department | University Secretary's Office |
| Location | Paisley Campus with a requirement to travel to other campuses and locations as required by the role |
| Reporting to | Head of Risk and Resilience |
| UWS grade | 5 |
| FTE | 1.00 |

Job summary

The postholder will support the Head of Risk and Resilience in the implementation of Risk Management, Insurance and Business Continuity policies throughout UWS. The Risk and Resilience team is a small team which operates across the University, supporting colleagues to manage risks proportionately, to ensure business continuity management is in place throughout the organisation and to deliver on the University's insurance requirements.

The postholder will join a small, dedicated team to contribute to the delivery of innovative solutions to some of the many challenges the University faces from both external and internal influences.

The postholder will provide support, training and guidance to further develop and embed the existing risk culture, while driving business continuity planning efforts.

The postholder also supports the cross-functional/cross-campus insurance requirements, as well as shares oversight of Schools/Department/Project operational risk management and inputs to the University's travel risk management process.

All colleagues in this department support and attend University wide activities such as graduation as part of the University Secretary's Office.

People & finance responsibilities

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| People | No line management responsibilities |
| Finance | No budget responsibilities |

Key responsibilities

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| <ol style="list-style-type: none"> 1. Provide support, training and guidance to Schools, Departments and Projects to ensure the embedding of a strong culture of risk management across the organisation, building collaborative working partnerships and networks across the institution to ensure compliance with risk management and business continuity procedures and to integrate risk management and business continuity into their planning and budgeting submissions 2. Informed by the risk and business continuity information, work with all Schools, Departments and Projects to review their risks and business continuity plans and how these are being managed; conduct reviews and analysis of local risk registers and business continuity plans from all Schools, Departments and Projects; provide input and support to the University Risk Group and the preparation of reports and delivering presentations to the Group 3. Prepare reports and papers for various Risk groups and committees across the University 4. Contribute to the management of the University Travel Risk Management system, working closely with the wider Risk and Resilience Department, colleagues in Health and Safety, as well as staff and student travellers to analyse current travel risks and address the health, safety, risk and continuity planning of all business travel including outward mobility on Erasmus+ and Turing schemes. 5. Day-to-day management of the Universities insurance portfolio and supporting the Head of Risk & Resilience in providing a specialist relevant, accurate and fit for purpose insurance service ensuring lines and levels of cover meet the complex insurance requirements of staff and students at all levels. Respond to and manage the changing demands of the University's insurance needs, make recommendations on additional lines and adjustments to current covers. 6. All colleagues in this department support and attend University wide activities such as graduation as part of the University Secretary's Office. |
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Job scope

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| Planning and organising | Autonomy to plan, organise, and make decisions to progress workload. Be proactive and use own initiative and judgement to prioritise daily tasks and use this judgement in order to forward plan to meet university deadlines and issues. |
| Decision making | <p>Make decisions on a number of areas directly under their control and will prioritise workload on a daily basis with work being planned ahead as appropriate. There will be occasions when it will be necessary to reprioritise and be reactive to urgent demands.</p> <p>Apply significant and appropriate knowledge and utilises judgement and techniques in decision-making.</p> |
| Framework and boundaries | Role is covered by policy and procedure but with scope for considering best use of most appropriate processes. |
| Working relationships | <p>Internal</p> <p>Develop and maintain professional, credible working relationships both internally across the entire university, ensuring that confidentiality is always observed.</p> |

Post holder will have regular contact with and be required to develop and maintain professional, credible working relationships with:

- University Secretary and colleagues in that office
- Staff at all levels across the University
- Students
- The post holder will work closely with the Head of Risk and Resilience

External

Establish, develop and maintain credible working relationships and network with external parties and agencies and to promote the university in a positive and proactive manner.

This may include but is not limited to:

- Other HEIs
- Insurers and Brokers
- Solicitors and legal providers
- Business Improvement and advisory agencies

PERSON SPECIFICATION

Qualifications

| | | | Evidence A = Application I = Interview |
|------------------|------------|--|---|
| Essential | QE1 | Educated to degree level or equivalent level/significant comparable experience | |
| Desirable | QD1 | Risk management, business continuity, or insurance qualifications | |

Experience

| | | | Evidence A = Application I = Interview |
|------------------|--|---|---|
| Essential | EE1 EE2 EE3 EE4 | Relevant experience of risk management Experience of insurance or across the BCM Lifecycle Experience of working with a wide range of professional colleagues such as Health & Safety, Information Services, Estates, Corporate Communications etc. Experience in dealing with highly sensitive and confidential data and information and formulating into reports and presentations | |
| Desirable | ED1 ED2 | Familiarity with risk registers and other risk management tools Understanding of the relationship between risk management, business continuity and insurance | |

Skills

| | | | Evidence A = Application I = Interview |
|------------------|--|--|---|
| Essential | SE1 SE2 SE3 SE4 SE5 SE6 SE7 SE8 SE9 | Proven ability to deliver a consistently professional, organised and high-quality level of service in a fast-paced pressurised environment Strong interpersonal and communication skills with the ability to establish, develop and maintain effective working relationships with all levels of management and staff both internally and externally Supporting colleagues/departments to identify and proportionately manage a range of risks and coordinating risk reviews across a large organisation Excellent verbal and written communication skills including report writing Persuasion, influencing and negotiation skills High level of attention to detail and accuracy Good analytical skills Well-developed organisational skills with the ability to forward plan, prioritise and organise work schedules to meet demanding University timescales | |

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| | SE10 | Proficient IT skills, particularly in Microsoft Excel, Word & PowerPoint | |
| Desirable | | | |

Knowledge

| | | | Evidence A = Application I = Interview |
|------------------|--|---|---|
| Essential | KE1 KE2 | Knowledge of Risk Management approaches and standards Knowledge of BCM approaches and best practice. | |
| Desirable | KD1 KD2 KD3 KD4 | Knowledge/understanding of a range of business functions including strategic planning, corporate governance, compliance, internal audit and health and safety and their relationship to risk management, business continuity and insurance Knowledge of University sector or similar environment Understanding of principles travel risk management Understanding of Insurance as part of an overall approach to risk management | |

Behaviours

| | | | Evidence A = Application I = Interview |
|------------------|--|---|---|
| Essential | BE1 BE2 BE3 BE4 | Ability to work calmly and effectively under pressure, working on own initiative High ethical and professional standards Flexible approach Desire to learn and develop within the role | |
| Desirable | | | |

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| Created/Updated (mm/yy): | 08/23 |
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