

Risk and Insurance Manager

Slough is a dynamic economic hub at the gateway to London and the Thames Valley, with excellent transport links including the Elizabeth line and proximity to Heathrow Airport. We are seeking exceptional finance professionals ready for a challenging, career-defining role. With a new S151 officer and a balanced budget for 2025/26, we are poised for financial resilience and a bright future. Our Finance and Procurement Teams have a robust improvement programme focused on career development. Be part of our critical transformation and thrive in a supportive, demanding environment.

We are seeking an experienced and proactive Risk & Insurance Manager to join our team. This role would appeal to a dynamic manager with experience in risk management and insurance. The ideal candidate will have a corporate risk background as well as insurance management, claims handling and procurement skills, and be adept with technology, including Microsoft tools and the Agresso accounting system.

Responsibilities:

- Oversee budget management and control
- Build and maintain strong relationships with stakeholders
- Drive the working practice and ensure effective risk management
- Understand and manage risk management requirements
- Update the risk management framework and provide corporate risk quarterly updates
- Ensure directives have the necessary support and information
- Challenge the status quo and drive change in respect of risk and insurance

What You Will Do:

- Manage budgets and control financial aspects of risk management
- Engage with stakeholders and build strong relationships
- Drive improvements in working practices of risk management
- Update and review risk management frameworks and corporate risk updates

Your Skills:

- Experienced in risk management
- Insurance, claims handling and insurance procurement skills
- Proficient with Microsoft tools and Agresso accounting system
- Excellent budget management and control abilities
- Strong stakeholder management and relationship-building skills
- Proactive and driven with a strong aptitude for numbers
- Good data management and mining skills
- Fully qualified, with a preference for candidates with a background in risk management

Are you ready to lead and transform Slough's financial landscape? We need resilient, adaptable professionals who can develop sustainable strategies, drive procurement excellence, and support broader economic objectives. If you thrive on complexity and see challenges as opportunities, join us in making a real difference. We offer a genuine career-defining opportunity for those who are prepared to step up, challenge the status quo, and make a real difference. If you are a risk & insurance professional who wants to be part of a transformative journey, we want to hear from you. Apply now and turn potential into performance.

Job Description

Job Title: Risk and Insurance Manager

Hours of work: Full time

Location: Slough / Hybrid

Responsible for:

Risk and Insurance officer

Number of reports:

Direct reports: 1

Indirect reports:1

Total Managed: 2

Main purpose of Job:

- As a key manager in the department to manage and mobilise resources proactively to contribute to achievement of Slough Borough Council's ambition to be "Best in Class", to contribute to a high performance and continuous improvement culture delivering leading edge risk and insurance management underpinned by robust analysis and promoting and embedding best practice methods and standards. Lead by example in modelling and embedding the council's values and behaviours, working collaboratively with Members, services across the council, partners and stakeholders to deliver the council's objectives and priorities to help build a sustainable highly effective organisation and develop our reputation as a successful council delivering great value for its residents.

Main Accountabilities:

1. Strategy implementation

Help implement the council's strategy on risk and insurance and continuous service improvement to ensure delivery of its priorities and value to residents. Provide clear information to support the future development of the service to enable the council to meet its future challenges with a culture of continuous improvement.

2. Corporate working

Contribute to the council's strategic objectives by working actively with colleagues to build a strong and shared approach to service delivery including to service improvement plans and utilising best practice commercial and financial management skills to deliver strong business cases and value for money. Help changes to be embedded in a sustainable way throughout the organisation. Provide leadership to your team in a way that encourages our staff to recognise their contribution to the strategic objectives the council has set.

3. Service leadership and management

Actively contribute to the integrated delivery, improvement, management and performance of the service, commissioning and managing activity within the council and externally as required and helping to ensure overall objectives are translated into effective plans and that the service is efficient and locally responsive. Provide professional management to staff, strengthening skills and competence and fostering a strong culture of standards, performance and accountability.

4. Resources / Financial management

Be proactive in helping achieve tight budgetary control and prioritise use of resources and assets to support the delivery of the council's corporate plan vision and help ensure that the council receives

value for money from its expenditure. Contribute to the development of outcome-based commissioning models to better achieve strong price competition and transfer of risks through contracts with third parties. Identify and help to develop commercial opportunities.

5. Partners and stakeholders

Liaise, communicate and influence within the council, across partners, agencies and with the wider local and central government community to champion the council's approach to improving services. Help bring together local services and decisions across agencies to reduce demand and help communities more independently support themselves.

6. Business change

Help develop and contribute to the implementation and review of change management programmes to deliver continual improvement. Assist the Slough Borough Council to engender a strong and shared approach to delivering services and provide better support including commercial and financial information to help staff deliver savings.

7. Values and behaviours

Role model positive behaviours, empowering, engaging and encouraging your teams to live and demonstrate the council values, to facilitate achievement of the corporate vision.

8. Compliance

Ensure that all activities within the service comply with the council's constitution, Standing Orders, financial regulations, health and safety and safeguarding responsibilities and that effective systems operate within the service to manage performance and risk.

9. Equality and diversity

Uphold and promote the aims of the council's equality and diversity policies to ensure non-discriminatory practices in all aspects of work, and that diversity is embedded in everything, from workforce planning and policy development to planning service delivery.

Specific responsibilities

Risk Management

10. Ownership, implementation and management of the Risk Management programme. Work with the business in the Identification and assessment of corporate and directorate risks.
11. Manage the corporate risk dashboards and risk registers and facilitate the identification, assessment and prioritisation of key risks with the business and assist in the escalation of any risk for inclusion within the corporate risk dashboard.
12. Mature risk management processes, resources and infrastructure to identify, measure and provide robust monitoring and reporting of the Council's risks
13. Provide expert advice to senior management and elected members on complex risk-related matters.

Insurance

14. Provide insurance advice to support senior leadership and departmental management.
15. Provide subject matter expertise in risk and insurance.
16. Oversee the preparation of insurance tenders, renewals, and liaise with the procurement team on relevant contracts.

17. Oversee the management of the council's insurance portfolio, ensuring comprehensive coverage against potential risks, liabilities, and damages.

Claims Handling

18. Lead the Council's insurance claims handling arrangements to ensure they are handled in a professional and timely manner.
19. Liaison with claims handlers, legal representatives, loss adjusters and departmental contacts in the gathering of evidential support for cases.
20. Prepare regular reports on claims activity and assist with the settlement of major or complex claims.

General

21. Proactively manage the day-to-day performance of staff within direct control (reward good and address poor performance) including recruitment, appraisal, conflict resolution and ensure continuing professional development of self and team
22. Look for opportunities to implement continuous improvement so that Slough Borough Council can be best in class through liaison with sector professionals and trade organisations such as ALARM
23. Deliver excellent customer service to internal and external customers, in line with our Customer Commitments.

To undertake any other duties within the team commensurate to the post, as required, and to be rotated to other posts within the department as required in line with the business needs of the department.

Person Specification – Risk and Insurance Manager

Qualifications	Essential / Desirable
Professional Qualification or equivalent eg Institute of Risk Management (IRM), Chartered Institute of Insurers (CII)	E
Degree	E
Post graduate or relevant knowledge and experience, Or relevant knowledge and experience	E
Skills and Experience	
7+ years of relevant enterprise risk management experience supporting the implementation of effective risk management strategies and frameworks in an organisation. Experience of placing insurance programmes and claims handling.	E
Expert knowledge of current risk management frameworks.	E
Experience working in a risk management and insurance function at a management level within a corporate or broker.	E
Evidence of designing, implementing and embedding Risk Management frameworks in complex organisations	E
Proven experience in managing and negotiating insurance contracts and claims, with a thorough understanding of the insurance market.	E
Experience working with senior teams to deliver risk and insurance reports and analysis and being a trusted advisor.	E
Demonstrable experience developing collaborative working relationships, excellent interpersonal skills, able to influence, build and maintain strong working relationships with a wide range of stakeholders at all levels.	E
Must be able to effectively communicate, both verbally and in writing, as well as excellent presentation skills.	E

Ability to deliver at pace, meeting changing priorities.	E
Insightful business awareness with the ability to understand and analyse changing business context to assess and manage risk.	E
Knowledge	
Advanced knowledge of risk management methodologies, including ISO 31000 and other risk management standards, and how to apply them effectively across the organization.	E
Extensive knowledge of risk management principles, frameworks, and best practices.	E
Ability to align risk management with business objectives, ensuring the protection of the council's assets and the achievement of strategic goals.	E
Ability to identify, assess, and manage a wide range of risks, including financial, operational, reputational, and strategic risks.	E
Knowledge of risk assessment tools and methodologies, including risk registers, risk matrices, and scenario analysis.	E
In-depth understanding of the UK insurance market, including various insurance policies (e.g., public liability, employer's liability, property, motor, and professional indemnity).	E
Knowledge of insurance policy terms and conditions, claims handling processes, and how to negotiate insurance contracts and renewals effectively.	E
Comprehensive knowledge of claims management processes, from reporting through to settlement, including dealing with third-party claims, legal disputes, and claims forecasting.	E
Experience of risk management and claims handling software.	D
Knowledge of trends and emerging risks in claims, with the ability to identify preventative measures and address systemic issues.	D
Understanding of the role of a Risk & Insurance Manager including a willingness to promote and support a positive insurance risk management culture throughout the Council	E
Demonstrates an awareness of the Values and behaviours expected from Slough Borough Council to promote a positive working environment and culture.	E
A commitment to equality and diversity.	E