

## JOB PROFILE

<b>POST TITLE:</b>	<b>Civil Liability Claims Handler/ Investigator</b>
<b>GRADE:</b>	<b>E</b>
<b>DIRECTORATE:</b>	Finance/Professional Services.
<b>RESPONSIBLE TO:</b>	Insurance and Claims Manager
<b>LOCATION:</b>	Leek Wootton
<b>JOB PURPOSE:</b>	<p>To investigate and evaluate claims for compensation, (and make recommendations on liability and quantum where appropriate) arising out of</p> <ul style="list-style-type: none"> <li>• operational activity of the police</li> <li>• employment related claims</li> <li>• other civil claims for compensation as may be intimated.</li> </ul>

### MAIN RESPONSIBILITIES:

1. To investigate and handle civil claims against the police as necessary, including interviewing relevant persons, securing evidence, drafting statements and making recommendations to the Head of Legal and Disclosure regarding liability.
2. To notify the insurers on all qualifying cases and thereafter to complete any required case management systems and file records/ audit trails at regular review stages.
3. To notify all key stakeholders as required by law and update the required files/records at regular review stages (including, for example, the Compensation Recovery Unit in relevant cases).
4. To work with the lawyers in the team, including accessing legal databases and undertaking general research on liability in those cases identified by line management , as well as preparing files and reporting accordingly.
5. To have professional contact as required with any external solicitors or other stakeholders handling litigation on behalf of the force, and also with Claimants' solicitors.
6. To draft standard letters pre-litigation or as required by the Civil Procedure Rules. This will include letters refuting liability in those cases identified by line management.

7. To provide regular written updates and reports to the line managers within legal services on all allocated cases so that they can make informed decisions on liability or contest.	
8. To attend Court and conferences with Counsel in relation to civil litigation and arrange the attendance of witnesses and maintain and update appropriate records accordingly.	
9. To monitor and evaluate the receipt and settlement of claims. To highlight any trends and make recommendations on police procedures and Force Policy to line manager/Head of Legal, as required.	
10. To fully utilise any IT and Legal Case Management system as requested and adhere to case management procedures in connection with claims dealt with by the department.	
11 To participate in meetings and work as part of the team to ensure all requirements for legal service delivery are met.	
12. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.	
<b>Special Conditions:</b>	<p>This post has been designated as 'Politically Sensitive' under the Local Government and Housing Act 1989 (as amended).</p> <p>Some travel within the force area of Warwickshire</p>
<b>Security level:</b>	Security Check (SC)

## PERSON SPECIFICATION

### Knowledge:

#### **Essential**

- Knowledge of civil procedures in relation to compensation claims against the police.
- Substantive knowledge of police procedures and of the Police and Criminal Evidence Act 1984 (PACE).

#### **Desirable**

- Knowledge of civil Court Process and Procedures

**Experience:****Essential-**

- Experience of working as a claims handler/investigator for an insurer/solicitor or in-house legal team OR in an investigative role and/or experience of working in a police or legal environment.
- Experience of drafting reports, gathering and analysing evidence in order to make recommendations

**Desirable -**

- Knowledge of personal injury claims

**Key Skills:**

- Ability to understand and apply case law to a given set of circumstances.
- Ability to prepare clear and concise reports, witness statements and notes of Court hearing.
- Ability to communicate with a wide range of people both verbally and in writing.
- Capable of working to deadlines.
- Ability to be flexible, using own initiative and working without direct supervision.
- Competent in the use of Microsoft Office.

**PERSONAL QUALITIES LEVEL: PRACTITIONER****Serving the public**

Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Works in partnership with other agencies to deliver the best possible overall service to the public.

**Openness to change**

Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement. Takes an innovative and creative approach to solving problems.

**Service delivery**

Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.

**Professionalism**

Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.

**Decision making**

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.

**Working with others**

Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.