

Job Description

Job Title:	Insurance Administrator
Reporting to:	Finance Operations Manager
Department:	Finance
Direct Reports:	N/A
Budget:	N/A
JD date reviewed:	June 2026
Job Level:	13

Job Purpose

To support on the administration, reporting and management of Eastlight's insurance by ensuring accurate data exists to support the negotiation of renewals and management of claims. To support all activities relating to insurance from obtaining adequate and appropriate cover through to the management and payment of claims to ensure the organisation is protected.

Key Strategic Responsibilities

- To support the insurance officer ensure that Eastlight manages its legal and regulatory requirements and controls its risks through effective use of insurance services
- To support the insurance officer who will work with senior leaders and subject matter experts to identify opportunities for improvements and efficiencies, as well as additional cover needs and other insurance requirements
- To support the insurance officer drive value for money through procurement of Eastlight's insurance provisions and efficient claims management.

Key Functional Responsibilities

- To ensure accurate information is available to support insurance providers, brokers, consultants, solicitors, third parties, tenants and leaseholders, staff and others as appropriate to ensure that all claims are handled efficiently.
- To ensure accurate data exists to support the annual insurance review and negotiations with the organisation's insurance brokers, working with all parts of the organisation to ensure changes to all data relevant for insurances purposes are updated regularly.
- To liaise with all departments as the focal point for all day-to-day administration of the insurance data.
- To gather information and data for renewals, claims and for other purposes.

- Work with other teams in the business using the current property database to ensure the property information remains current.
- To file all correspondence relating to insurance, promptly and appropriately.
- To process the payment of all insurance premiums and assist in the collation and presentation of claim expenditure to insurance companies following incidents, by gathering invoices relating to claims, including the raising of orders.
- To support the insurance officer ensure the insurance function delivers an effective and efficient service to the business.

Person Specification

Education & qualifications

- Educated to GCSE level A* - C including Maths and English

Experience

- Ability to ask questions, challenge decisions and raise ideas for improvement in a constructive manner.
 - Have attention to detail and methodical approach to solving problems. Comfortable with working with large volumes of data.
 - Proven skills and ability to gather data and information and evidence for analysis.
- Ability to prioritise work effectively

Knowledge and Skills

- Excellent IT skills including Microsoft Office packages
 - Good organisational skills
- Ability to work to own initiative
Commitment to the organisation's culture and values
- Good communication skills and ability to work and report to wide range of audiences.