

POSITION DESCRIPTION



1. POSITION DETAILS

Position Title: Insurance & Claims Coordinator
Division: Legal and Governance
Unit: Risk Management
Management Level: M4

2. ORGANISATIONAL RELATIONSHIPS

Position Title of Supervisor:

Manager Risk and Governance

Titles of Positions which report to this position:

Claims Officer
Claims Investigation Officer

Contractors for which this position is responsible:

Nil

3. PRIMARY PURPOSE OF POSITION

Manage and coordinate the City's insurance portfolio and related claims management. This role includes the development, coordination and implementation of a range of programs and policies and the provision of advice to management and staff on liability, claims and insurance issues.

4. POSITION OBJECTIVES

The major objectives to be achieved by the Insurance and Claims Coordinator are;

- Actively leading, supporting and adopting a commercial and customer focus for the Insurance and Risk Services Team to achieve City objectives. Initiative is displayed in the pro-active development of policies that anticipate business changes.
- Effective communication is demonstrated and consultation is maintained on all issues with stakeholders and staff. Reports are clearly and concisely written on time and add value to the function. Advice given is unambiguous and professional.
- Delivery of efficient, cost effective and customer focused insurance services.
- The development of comprehensive insurance programs that ensure improved efficiencies, cost reductions, competitiveness and service for the City, client units and staff.
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.

5. POSITION ACCOUNTABILITIES

- Manage the City's insurance portfolio and risk financing strategies to provide adequate cover for its risk exposures.
- Develop and implement insurance strategies, policies and programs to eliminate or minimise identified risks to reduce costs and exposure for Council.
- Initiate and manage change according to risk profiles and assessments of insurance portfolio requirements.
- Recommend and advise on insurance matters relating to risk transfer, risk sharing, risk assessment and claims management / settlement.
- Provide professional high quality advice, service and briefings.
- Research, monitor, maintain currency and review trends and new technologies in insurance.
- Maintain networks and liaisons to effectively determine the City's insurance needs.
- Develop and maintain relations with key stakeholders and external service providers, such as insurance brokers, insurance companies, appointed solicitors, loss adjusters to support and ensure the delivery of services and the achievement of strategic objectives.
- Manage the efficient and effective operation of the Insurance and Risk Services Team including the performance management of staff, managing financial budgets, achieving goals as agreed with the Manager Risk and Assurance and oversee the quality of operations to ensure targets are achieved.
- Ensure compliance with legislative, industrial and City policy requirements and standards in the areas of Equal Employment Opportunity, Workplace Health, Safety and Rehabilitation.
- External liaison will be at a senior level with brokers and risk management consultants, insurance companies, appointed solicitors, loss adjusters and industry specific associations.
- It is expected that the position holder will regularly consult with staff on matters likely to affect the work of the Team.
- The position holder is responsible for promoting and fostering an environment in which professional customer oriented service, consultation and empowerment are recognised as the norm.
- The position has close contact with customers from across the City's diverse activities. The position is required to mediate on difficult customer problems and to establish modifications in customer service strategies to produce the best or most appropriate outcome for the customer.
- Establish awareness and create line management and staff ownership across Council of the ongoing importance of effective risk management and occupational health safety and rehabilitation and the integration of these key corporate issues into all work practices.
- Develop and implement ongoing strategic management plans that are commercially viable which establish and re-enforce customer focused outcomes.
- Effective staff management will ensure achieving outcomes through leadership, motivation of staff, personnel management and conflict resolution.
- Co-ordination and continual analysis and review of the risk management, OHS, Security and insurance requirements of the City.
- Developing best practice performance in risk management and insurance services through benchmarking against comparable organisations or service providers.

- Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position.

6. LEADERSHIP AND MANAGEMENT CAPABILITY FRAMEWORK

- Operates Strategically – Develops clear plans to implement the strategy. Aligns resources, people, systems and processes to meet priority objectives. Redirects resources and efforts to meet changing priorities.
- Develops People and Culture – Focuses on people’s strengths. Proactively manages current and future workplace needs. Actively recognizes behaviour that delivers results and demonstrates our values. Instils a sense of urgency around addressing and resolving individual and team performance gaps.
- Drives Results – Defines team and individual outcomes by understanding the needs of customers. Regularly monitors and evaluates progress with early correction to ensure quality outcomes. Drives accountability and continuous improvement by implementing effective reporting and improvement mechanisms across the team.
- Displays Awareness of Self and Others – Regularly seeks feedback from a range of stakeholders. Takes the time to explore the nature of the feedback and responds constructively. Sets out the broad principles for decision making.
- Cultivates Productive Relationships – Actively encourages consultation and collaboration. Works with key stakeholders to proactively address issues and identify opportunities to improve performance and services to customers.
- Manages Effectively – Finance and resource management; Procurement and Contract Management; Risk Management and Compliance; Technology and Information Management; Project Management.

6. WORK, HEALTH & SAFETY RESPONSIBILITIES

Team Managers must actively participate in all aspects of the Safety Management System (SMS). Team Managers are responsible and accountable for:

- Conducting or facilitate regular workplace inspections of your Team;
- Taking the necessary steps to ensure all high risk activities are identified, assessed and controlled; and
- Implementing immediate corrective action and control strategies for those hazards/activities identified as high risk.
- Arranging for employees to undertake appropriate WHS training;
- Conducting risk management activities;
- Managing, implementing and advising employees and relevant parties when changes have been made in the workplace (i.e. systems of work, risk assessments);
- Ensuring that WHS legislative requirements, standards and codes of practice are incorporated where appropriate in risk management activities;
- Ensuring that access to legislation is made available to any employee at their request;
- Ensuring contractors have the necessary qualifications and/or licenses required by legislation;
- Ensuring contractors are engaged and monitored according to OHS procedures; and
- Implementing the City’s Return to Work program and investigate all accidents/incidents.

A full list of WHS responsibilities and accountabilities are available within the City’s SMS document; Responsibility, Authority and Accountability (RAA) Matrix.

7. AUTHORITY TO ACT

- The position holder has significant autonomy and makes day to day decisions about the effective and professional operation of the group. This includes a delegation for approval of expenditure and approval of claims to \$50,000.
- This position has considerable scope to develop appropriate strategic and operational policies and direction for the City, however, matters which have a substantial impact on corporate direction will be discussed and approved by the Manager Risk and Assurance.
- The position entails significant responsibilities for dealing with risk management and insurance related problems and issues at a corporate level, which often are confidential, sensitive or of a high priority.
- The incumbent has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.

8. ESSENTIAL AND DESIRABLE CRITERIA

Essential Criteria

- Qualifications in Business, Risk Management or Insurance related discipline.
- 5+ years' experience in the insurance industry.
- Ability to lead and manage in a high volume and complex environment with a proven ability to coordinate service delivery to meet deadlines.
- Extensive experience in the provision of advice and guidance to managers and staff on technical and legislative matters.
- Well developed commercial and financial management skills.
- Ability to initiate and manage change.
- Highly developed oral and written communication with the proven ability to research, analyse, negotiate, resolve problems and provide clear advice and briefings on complex issues and to interact with a broad range of people.
- Ability to influence outcomes to achieve corporate objectives.
- Competent computer skills including word processing and spreadsheets.
- Demonstrate a commitment to Equal Employment Opportunity, Occupational Health and Safety and Cultural Diversity principles.