

JOB FAMILIES

EXECUTIVE

ACCOUNTS

CLAIMS

JOB SECTION: EXECUTIVE

200	<u>Chief Executive Officer</u>
250	<u>Chief Operating Officer</u>
300	<u>General Manager (Multi-Function)</u>
400	<u>General Manager (Single-Function)</u>
1000	<u>Sales & Marketing Director</u>
2000	<u>Corporate Marketing Manager</u>
2400	<u>Director of Business Development</u>
3000	<u>Finance Director/Chief Financial Officer</u>
4000	<u>Human Resources Director</u>
7005	<u>Chief Information Officer (CIO)</u>

POSITION DESCRIPTION

Position Title:	Chief Executive Officer
Position Code:	200

Responsible for

Achieving corporate objectives, and effectively managing a company or a group of companies. Ensuring that agreed strategies are implemented. Accountable under the Corporations Act for the statutory compliance of all business activities of the company.

Reports To

Board of Directors (and shareholders) or overseas principals.

Supervises

Directors, divisional and functional managers.

Main Activities

- Submitting business forecasts and budgets for the consideration of the Board, and recommending major policy changes and developments.
- Monitoring and directing overall operations to achieve revenue and expense budgets and the satisfactory performance of the various profit centres across the organisation.
- Directing the preparation, communication, and execution of operating objectives, plans and programs.
- Negotiating major deals and financial arrangements, loan terms etc.
- Directing and motivating the executive team in the achievement of agreed goals and standards.
- Acting as the chief spokesperson for the organisation.

Key Skills

- Effective leadership and management skills and a proven record of successful staff development.

Internal Contacts

Senior Executives, staff at all levels of the organisation, Directors on the Board.

External Contacts

Industry associations, financial institutions, Government bodies, major clients, shareholders, major suppliers, legal firms, media personnel, and the community at large.

Typical Experience

Over 15 years general experience in all aspects of management at a senior level including functional areas such as Administration, HR, Marketing and Finance and coordination of multi-functional activities. Tertiary qualifications and management training.

POSITION DESCRIPTION

Position Title:	Chief Operating Officer
Position Code:	250
Career Level:	7

Responsible for

Directing and managing all operational activities of the organisation and ensuring the implementation of overall organisational strategy.

Reports To

Chief Executive Officer/Managing Director.

Supervises

All operational managers/general managers and staff working within the operational functions of the organisation.

Main Activities

- Providing strategic direction, leading, managing and directing all operational activities of the organisation.
- Accountability for the overall profitability of the operational activities of the organisation.
- Ensuring all corporate and business unit strategies and plans are aligned, reviewed and successfully implemented - taking remedial action where necessary.
- Building relationships between the operations and support divisions and ensuring the business units receive adequate operational support.
- Providing support and assistance to the CEO on corporate and group issues where required.
- Communicating with the CEO to ensure he/she remains fully informed of all significant operating issues.
- Acting, as required or in the absence of the CEO, as the chief spokesperson for the organisation.
- Directing and motivating subordinate managers to achieve agreed targets.
- Managing and motivating all divisional employees.

Key Skills

- Proven management experience at a senior level.
- Financial management/reporting and analysis skills.
- Strategic planning and resource management skills.
- Strong leadership and motivational ability.

Internal Contacts

Functional and divisional managers, Board of Directors, other members of the executive and senior management teams, corporate support functions and employees at all levels of the organisation.

External Contacts

Major suppliers and clients/customers, government departments and authorities, legal advisers, auditors, and the media (where necessary).

Typical Experience

At least 10 - 12 years relevant management and operational experience coupled with tertiary level qualifications.

POSITION DESCRIPTION

Position Title:	General Manager (Multi-Function)
Position Code:	300
Career Level:	7

Responsible for

Managing a variety of divergent functional activities or branches operating separately as autonomous profit centres under policy control. May be physically isolated from Head Office.

Reports To

Chief Executive Officer, Managing Director.

Supervises

Sales and marketing managers, customer service staff, product development staff, accounting staff, warehouse and distribution staff.

Main Activities

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Accountable for the overall profitability of the company, and the achievement of revenue and expense budgets.
- Ensuring that company performance complies with senior management directives and statutory regulations.
- Directing and motivating subordinate managers to achieve agreed targets. Acts as the chief spokesperson for the company/activity.
- Managing and motivating all divisional staff.
- Participating in the negotiation of major sales deals within broad policy guidelines.

Key Skills

- Sound administrative skills and a proven record of successful staff management.
- Must be an effective manager by exception.
- Strong leadership and motivational ability.

Internal Contacts

Sales and marketing managers, customer service staff, product development staff and accounting staff.

External Contacts

Major suppliers, clients/customers, industry associations.

Typical Experience

At least 12 - 15 years experience in all aspects of operation. Tertiary level qualifications related to the industry and formal management training desirable.

Other Comments

General Manager - Subsidiary Operations, Head of a major profit centre.

POSITION DESCRIPTION

Position Title:	General Manager (Single-Function)
Position Code:	400
Career Level:	7

Responsible for

Managing a variety of divergent activities within a particular organisational function or single branch. May be physically isolated from Head Office and/or operate as an autonomous profit centre.

Reports To

Chief Executive Officer/Managing Director or Chief Operating Officer.

Supervises

Managers and staff working within the responsibility of the particular functional area.

Main Activities

- Coordinating and participating in the compilation of budgets and forecasts and presenting them to higher senior management for approval.
- Working to achieve agreed revenue to expense budgets with accountability for the overall financial performance of the functional area this role has particular responsibility for.
- Managing various operations within a division within the policies and guidelines established by executive management.
- Participating as a member of the senior management team.
- Managing and motivating all divisional staff.
- Participating in the negotiation of major sales deals within broad policy guidelines - if required.

Key Skills

- Sound administrative skills and a proven record of successful people management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

Internal Contacts

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

External Contacts

Major suppliers and clients/customers, industry associations.

Typical Experience

10 - 12+ years experience relevant to the particular area of responsibility coupled with tertiary level qualifications related to the industry. Formal management training desirable.

Other Comments

Regional general manager; may also be called a "Line of Business" Manager.

POSITION DESCRIPTION

Position Title:	Sales & Marketing Director
Position Code:	1000
Career Level:	7

Responsible for

Establishing and controlling national sales and marketing strategies to achieve market share, and sales and profit targets.

Reports To

Chief Executive/Managing Director.

Supervises

A national sales force and a specialist marketing team.

Main Activities

- Formulating national sales and marketing policies and thereby making major contributions to organisational: revenue; profit projections; short and long term plans.
- Implementing and monitoring the progress of marketing plans and advertising campaigns.
- Monitoring sales performance and selling expenses and initiating corrective action where necessary.
- Negotiating major deals and maintaining key customer contacts at senior levels.
- Coordinating market research and market intelligence data.
- Determining pricing and volume discount policies.

Key Skills

- Professional marketing skills.
- Detailed knowledge of technological developments and trends.
- Strong motivational and persuasion skills.
- Excellent planning and administrative abilities.
- Negotiating and interpersonal skills.

Internal Contacts

Sales and marketing executives and specialists, state or branch managers, finance and accounting, systems and software development.

External Contacts

Major customers, media, market research firms, public relations firms, distributors Federal and State government officials.

Typical Experience

15+ years of related sales/marketing experience coupled with relevant tertiary qualifications.

Other Comments

This role combines professional marketing skills and sales management skills on a national level.

POSITION DESCRIPTION

Position Title:	Corporate Marketing Manager
Position Code:	2000
Career Level:	7

Responsible for

Establishing and controlling the national marketing strategy to achieve market share and profitability goals.

Reports To

Chief Executive/Managing Director.

Supervises

A specialist marketing team, including product managers, market research officers and product promotions staff.

Main Activities

- Developing plans to achieve revenue and profit margin projections.
- Formulating national marketing policies and strategies from market intelligence and research projections.
- Implementing and monitoring the progress of marketing plans and advertising campaigns on a national basis.
- Preparing and updating national marketing budgets, regularly reporting on performance against target, and providing variance analyses and revised projections.
- Determining pricing and volume discount policies.
- Coordinating market research and market intelligence data.
- Liaising with other divisions/departments.

Key Skills

- Professional marketing skills are essential in combination with detailed knowledge of technological trends and developments.
- The role requires advanced communication skills, and the ability to interpret and maximise the use of sophisticated market research data.

Internal Contacts

National sales management, finance and accounting, company secretarial/legal, systems and software development.

External Contacts

Advertising agencies, the media, public relations firms, market research firms, Federal and State Government officials.

Typical Experience

At least 12 years of marketing and product management experience coupled with relevant tertiary qualifications.

Other Comments

The role has significant elements of market strategy and positioning on a national basis.

POSITION DESCRIPTION

Position Title:	Director of Business Development
Position Code:	2400
Career Level:	7

Responsible for

Overall responsibility for the development and management of new business opportunities, achieving profitability and capital management goals.

Reports To

Chief Executive Officer.

Supervises

Business development division staff.

Main Activities

- Evaluating market entry opportunities for the organisation, preparing business cases, financial models and plans to be presented to the senior management team for discussion and vetting.
- Reporting on cash flow, profitability and investment return as a result on a consolidated and project basis.
- Determining the overall direction of new business opportunities creating 'virtual teams' across departments or organisations, ensuring that projects fall within the strategic direction of the organisation and balance short and long term goals.
- Developing deal-making processes and documentation to enable high speed closure of new deals in a consistently high-quality manner. These procedures should also cover life cycle management (e.g. joint marketing and PR and metric for measuring partner satisfaction).
- Ensuring business relationships comply with all regulatory and legal requirements.

Key Skills

- Strong knowledge of relevant industry products and services.
- General managerial skills.
- High level interpersonal, negotiation and relationship building skills.
- Managing complex projects involving external partners.
- Keen commercial and financial awareness.

Internal Contacts

Senior management team, sales, marketing, regulatory affairs, legal, finance, research and development.

External Contacts

Potential business partners, industry bodies, external service providers.

Typical Experience

At least 12 years business development, sales and marketing experience coupled with relevant tertiary qualifications. In emerging industries total experience may be less but industry knowledge will be very strong.

Other Comments

In smaller or start-up organisations the focus of this role may be more on partnering and alliances, whereas in larger companies the job may involve more coordination of resources from various operating divisions.

POSITION DESCRIPTION

Position Title:	Finance Director/Chief Financial Officer
Position Code:	3000
Career Level:	7

Responsible for

Establishing and controlling the financial systems and administrative services of the company, and providing financial information to chief executive and directors.

Reports To

Chief Executive/Managing Director.

Supervises

Finance, accounting, and administration staff.

Main Activities

- Directing the establishment of financial/accounting principles, procedures and practices in the organisation, in line with legal and corporate requirements.
- Collecting, analysing and providing accurate and timely financial reports and forecasts for the whole organisation so as to provide a clear insight into its financial condition.
- Advising on the financial implications of management decisions, and establishing the financial soundness of proposed acquisitions and divestment of assets or businesses.
- Ensuring that the profits of the organisation are protected through the establishment of effective financial controls; implementing and maintaining appropriate management accounting and reporting systems, budgetary controls and expenditure procedures.
- Implementing policies to ensure the security of funds and assets, guiding the lodgement of tax and other returns to comply with all statutory requirements, and administering insurance cover and claims.

Key Skills

- Requires formal qualifications (AASA/ACA) and considerable practical experience in financial planning, reporting and control.
- Sound knowledge of international exchange transactions and import/export activities.
- The ability to organise and control major accounting systems.

Internal Contacts

Functional management, company secretary, internal audit, IT manager.

External Contacts

Financial Institutions, major customers and suppliers, external auditors, investment advisers.

Typical Experience

At least 15 years practical experience in addition to tertiary qualifications.

Other Comments

This role administers and directs to meet statutory and corporate reporting requirements. The detail is largely delegated.

POSITION DESCRIPTION

Position Title:	Human Resources Director
Position Code:	4000
Career Level:	7

Responsible for

Developing, implementing and managing human resource strategies, policies, processes, procedures and initiatives across the business to ensure the most effective utilisation of human resources for the purposes of achieving strategic business objectives.

Reports To

Chief Executive Officer/Managing Director.

Supervises

Divisional heads of each human resources function, e.g. recruitment, learning & development, remuneration, occupational health & safety, industrial relations, HR administration etc, or a team of human resources managers, consultants and officers.

Main Activities

- Identifying human resources requirements across the organisation on a strategic level and creating, managing and enhancing new and existing human resources initiatives to be consistent with budgeting restrictions, future staffing requirements, industry needs and succession plans.
- Providing strategic advice and support in human resources processes to the senior executive team.
- Acting as the last point of escalation for resolving human resources issues within the organisation by providing expert knowledge.
- Leading and developing the human resources team to deliver optimum human resource services and monitoring the effectiveness of human resource services.
- Managing the human resources budget, ensuring the overall profitability of the human resources function.

Key Skills

- Strong management, leadership, team building, consulting and negotiation skills.
- Comprehensive knowledge of a diverse range of human resources specialties including recruitment, learning & development, remuneration, Occupational Health & Safety, industrial relations and human resources administration.
- Experience in advising and interacting at an executive level, coupled with strong relationship management, communication and influencing skills.

Internal Contacts

Close contact at all levels of the organisation although most contact would be at a senior level.

External Contacts

Human resources consultancies, unions, industry associations.

Typical Experience

At least 10 - 12 years of experience in human resources management, with exposure to policy development and contemporary human resource practices, coupled with a relevant tertiary qualification.

Other Comments

This role would typically be part of the organisation's senior executive team.

POSITION DESCRIPTION

Position Title:	Chief Information Officer (CIO)
Position Code:	7005
Career Level:	7

Responsible for

Ensuring the effective development and operation of computing and information services which support strategic operations of the organisation.

Reports To

Chief Executive/Managing Director.

Supervises

Operations staff, systems development and support staff.

Main Activities

- Participating in major corporate decisions, particularly where IT has a major influence on the competitive advantage and profitability of the organisation.
- Setting and controlling IT operational and development expenditures within budget.
- Developing the forecasting and planning for equipment and software purchases in relation to projected user requirements.
- Establishing and maintaining standards in relation to operations, programming and security.
- Participating in policy-making as a member of a senior management team.

Key Skills

- Requires people management and leadership abilities, together with professional standards of planning and budgeting.
- Proven business and management skills.

Internal Contacts

Senior management, all user departments, finance and administration.

External Contacts

Suppliers of non company equipment and peripherals, software suppliers and consultants.

Typical Experience

At least 12 years of experience in computing, with at least 5 years in large sites with an IBM/VAX, or plug compatible environment. May have formal business training in addition to technical DP experience.

Other Comments

Alternative Title: EDP Division Manager or Chief Manager MIS.

JOB SECTION: ACCOUNTS

- 10 Account Manager
- 11 Senior Account Executive
- 12 Account Executive
- 13 Assistant Account Executive
- 14 Entry Level Broker

POSITION DESCRIPTION

Position Title:	Account Manager
Position Code:	10
Career Level:	5

Responsible for

Maintaining a portfolio of key revenue generating accounts, ensuring a high degree of quality customer service is provided to all clients.

Reports To

Divisional Manager

Supervises

Senior Account Executives, Account Executives, Assistant Account Executives Administration support staff.

Main Activities

- Managing the relationship development and coordination of product and service solutions specific to a group of accounts
- Providing clear and accurate delegation of key activities to senior account executives.
- Recruiting, attracting, managing / mentoring and retaining and develop employees for the organisation.
- Leading, planning and implementing clear and effective renewal and broking strategies.
- Ensuring that effective account retention and defence strategies are in place for all clients at all times to promote client retention.
- Maintaining an active and direct involvement in all claim related matters.
- Developing and maintaining meaningful working relationships with insurers at a senior level.
- Assisting account executives and claims personnel in the negotiation of equitable claim settlements on behalf of clients.
- Keeping self and staff informed of relevant professional, regulatory and legislative changes affecting business services.
- Actively developing additional business from existing portfolio in line with budget targets while managing income and expense budgets.

Key Skills

- Possess and apply a thorough technical knowledge of relevant lines of insurance and all associated legislation.
- Ability to direct and develop subordinate capabilities to achieve set tasks and outcomes.
- Ability to efficiently coordinate, delegate and direct resources, including staff, external consultants, time and project budgets to achieve set tasks and outcomes.
- Ability to development and maintain effective long-term relationships with potential clients.
- Ability to identify and develop new business opportunities.
- Highly developed communications skills both written and verbal.
- Basic computer literacy skills.
- Strong presentation skills.

Internal Contacts

Senior Account Executives, Account Executives, Principle Brokers.

External Contacts

Clients, Insurers, New Business Prospects.

Typical Experience

8 - 10 years insurance industry experience years of experience with at least 3 years experience managing client accounts at a senior level. Must hold relevant industry certification as a Qualified Practicing Insurance Broker or equivalent coupled with relevant tertiary and/or postgraduate qualifications.

POSITION DESCRIPTION

Position Title:	Senior Account Executive
Position Code:	11
Career Level:	4

Responsible for

Managing the companies range of services and front line customer service in respect to accounts allocated by the account manager, ensuring high quality customer service while coordinating, managing and developing Assistant Account Executives, Account Executives and Administrative staff

Reports To

Account Manager

Supervises

Assistant Account Executives, Account Executives, Administration Staff.

Main Activities

- Managing long term relationships with key clients who are actively involved with the organisation's insurance products, services and solutions.
- Maintaining an awareness of all large and potentially complicated claim related matters and assist claims personnel in the negotiation of equitable claims settlements on behalf of clients.
- Ensuring client needs are identified and met by taking a pro-active approach to all aspects of account management and service delivery to clients.
- Implementing account retention and defence strategies.
- Investigating and pursuing new business opportunities in conjunction with account manager.
- Developing relationships with staff and underwriters to deliver solutions and outcomes designed to meet client needs.
- Ensuring compliance of systems and processes with the Financial Services Reform Act and other relevant legislation.
- Managing daily client enquiries.
- Managing expenses by meeting income budgets and processing invoices in a timely fashion.
- Assisting with the preparation, management, implementation and achievement of business plans and goals.

Key Skills

- Ability to develop and maintain meaningful working relationships at all levels.
- Possess and apply thorough technical knowledge of relevant lines of insurance and all associated legislation.
- Broad knowledge of insurance industry.
- Basic computer literacy skills.
- Strong organisational and written / verbal communication skills.
- Ability to identify and develop new business opportunities.
- Strong presentation skills with ability to deliver clear, pertinent and succinct thought.
- Strong coaching and mentoring skills.

Internal Contacts

Account Manager, Account Executives, Assistant Account Executives.

External Contacts

Clients, Insurers, New Business Prospects, Underwriters, external specialists such as Industry Bodies, Loss Adjusters and Solicitors.

Typical Experience

5+ years insurance industry experience with at least 2 years experience in a accounts management role. Tertiary qualifications coupled with Diploma of Financial Services Accreditation.

POSITION DESCRIPTION

Position Title:	Account Executive
Position Code:	12
Career Level:	3

Responsible for

Servicing a portfolio of accounts as allocated by the Account Manager, ensuring high quality customer service

Reports To

Account Manager / Senior Account Executive

Supervises

No supervisory responsibilities although may mentor Assistant Account Executives.

Main Activities

- Assist in the maintenance of a portfolio of clients and providing front line client service in respect of those accounts
- Implementing renewal and broking strategies in accordance with instructions received from Senior Account Executives / Principals while liaising with claims staff to ensure clients interests are protected.
- Inputting client information into organisations business systems to enable tracking of client invoices and payments.
- Gathering client information to support renewal documentation.
- Ensuring the completion of activities delegated by Account Manager or Senior Account Executive within determined parameters.
- Assisting Senior Accountant Executives / Account Manager with the design, development, implementation, management and coordination of insurance programs for clients.
- Ensuring compliance of systems and processes with the Financial Services Reform Act and relevant legislation.
- Answering and responding to daily client enquiries.
- Developing and maintaining meaningful working relationships with insurers.
- Assisting in the development and training of Assistant Account Executives / Entry Level Brokers.

Key Skills

- Ability to develop and maintain meaningful working relationships at all levels.
- Possess and apply a thorough technical knowledge of relevant lines of insurance and all associated legislation.
- Broad knowledge of insurance industry.
- Basic computer literacy.
- Strong organisational and written / verbal communication skills.
- Well developed coaching or mentoring skills.

Internal Contacts

Account Manager, Senior Account Executives, Assistant Account Executives.

External Contacts

Clients, Insurers, New Business Prospects.

Typical Experience

3+ years' insurance industry experience. May have tertiary qualifications & have completed or be completing a Diploma of Financial Services Accreditation.

POSITION DESCRIPTION

Position Title:	Assistant Account Executive
Position Code:	13
Career Level:	2

Responsible for

Providing assistance to Account Executive/s and/or Senior Account Executives, in all aspects of client service

Reports To

Senior Account Executive / Account Manager

Supervises

Nil

Main Activities

- Supporting the maintenance of effective working relationships with insurers and clients.
- Ensuring the timely and accurate production/processing of administration duties including invoices, quotes, premium and adjustments calculations.
- Maintaining the up to date management of databases, information systems and organisation company records.
- Ensuring the completion of all activities delegated by the Account Executive or Senior Account Executive within determined parameters.
- Liaising with clients & insurers and addressing any basic enquiries raised.
- Actively seeking opportunities to improve internal business processes.
- Gathering relevant client information and identifying key issues to give assistance in negotiations.
- Continually maintaining and acquiring an awareness of the industry, client's business and insurance needs.

Key Skills

- Ability to develop and maintain meaningful working relationships at all levels.
- Developing knowledge of the insurance industry.
- Strong organisational and written / verbal communication skills.
- knowledge of relevant lines of insurance and all associated legislation.
- Basic computer literacy.
- Ability to take instructions and work under pressure.
- Ability to set priorities and allocate time frames to achieve goals.

Internal Contacts

Entry Level Broker, Account Executives, Senior Account Executives, Account Manager.

External Contacts

Clients, Insurers, New Business Prospects.

Typical Experience

1-2 years insurance industry experience. May possess tertiary qualifications and / or is completing a Diploma of Financial Services Accreditation.

POSITION DESCRIPTION

Position Title:	Entry Level Broker
Position Code:	14
Career Level:	1

Responsible for

Providing professional and effective administrative support to the insurance broking/account management team to ensure that the administrative needs of the team are met in a timely and professional manner

Reports To

Account Manager / Senior Account Manager

Supervises

No supervisory responsibilities

Main Activities

- Supporting Assistant Account Executives and Account Executives in achieving a high level of client satisfaction.
- Assisting team members in the administrative maintenance of their portfolios.
- Providing secretarial support including answering telephones, taking messages, arranging in house lunches for visitor meetings and arranging travel arrangements etc.
- Performing administrative duties as required including photocopying, binding reports, stationery orders and looking after printers and supplies.
- Processing letters, emails, facsimiles and memos in assisting with the preparation of reports and presentations.
- Maintaining efficient and up to date management of databases, information systems and organisation's company records.
- Producing renewal reports and manuals as directed.
- Coordinating and scheduling meetings to ensure that a high standard of support is provided.
- Continually maintaining and acquiring an awareness of the insurance industry, client's business and insurance needs.

Key Skills

- High level of computer literacy – Excel, Word, PowerPoint & Internet.
- Advanced typing speed and accuracy.
- Ability to take instructions and work under pressure.
- Ability to set priorities and allocate time frames to achieve goals.

Internal Contacts

Assistant Account Executive, Account Executive, Senior Account Executive.

External Contacts

Clients/Customers

Typical Experience

Entry-level role. May have experience in a corporate office environment. HSC qualifications or equivalent.

JOB SECTION: CLAIMS

- 20 Claims Manager
- 21 Senior Claims Consultant
- 22 Claims Consultant

POSITION DESCRIPTION

Position Title:	Claims Manager
Position Code:	20
Career Level:	5

Responsible for

Promoting the growth of Claims Management Services while providing clients with innovative, strategic and operational solutions to meet their current and future claims management needs.

Reports To

General Manager

Supervises

Claims Consultants, Administration staff

Main Activities

- The management of key (high value) accounts as designated by the National Manager.
- Managing and supervising the claims team to ensure an optimum level of client service is provided.
- Maximise earnings potential through the managing and negotiating complex and difficult claims.
- Providing clients, brokers, and new business prospects with structured solutions to their claims management issues.
- Achieving consulting and sales targets as defined and determined by the organisation.
- Working in consultation with National / State Manager and other Principals, to develop consistent approaches to the design, communication and delivery of innovative claims management programs.
- Establishing and developing high level relationships with new business prospects, clients and insurers.
- Continuously monitoring and tracking client needs to ensure they are being met and enhance as necessary.
- Providing direction and development to subordinates to achieve set tasks and outcomes.
- Recruiting, managing and mentoring of claims personnel.

Key Skills

- Possess a thorough understanding of relevant lines of insurance, claims management issues and all associated legislation.
- Effective and highly developed time management skills to achieve set tasks, and project outcomes.
- Sound leadership skills and a proven record of successful staff management.
- Ability to build relationships and negotiate effectively at high levels.
- Strong analytical and presentation skills.
- Strong customer service focus.

Internal Contacts

Senior Account Executives, Account Executives and Account Managers.

External Contacts

Clients, Insurers and new business prospects.

Typical Experience

10+ years insurance industry experience with at least 5 years experience in a claims consulting role. May hold relevant tertiary qualification & will normally hold a diploma of Financial Services (Broking or claims endorsement).

POSITION DESCRIPTION

Position Title:	Senior Claims Consultant
Position Code:	21
Career Level:	4

Responsible for

Providing service and advanced technical support to complex client needs producing of accurate, efficient and timely related documentation of assigned claims.

Reports To

Claims Manager

Supervises

No supervisory responsibilities although may mentor more junior claims consultants.

Main Activities

- Receiving, recording and processing incoming insurance claims.
- Analysing & Interpreting policy coverage, determining limitations and escalating issues as needed.
- Advising new claims to insurers and proving instructions from insurers as required.
- Advising clients of all settlement terms and conditions.
- Representing the organisation at client & insurer meetings where required.
- Providing clients, brokers, with structured solutions to their claims management issues.
- Liaising with Client & Insurers to deal with any daily enquiries raised.
- Providing feedback to the claims manager on work done in order to assist with development client retention.
- Proactively assisting and mentoring claims consultants while seeking to improve business methods and practices.
- Providing claims statistics for policy purposes.

Key Skills

- Ability to develop and maintain meaningful working relationships with internal and external contacts.
- Possess a thorough understanding of relevant lines of insurance, claims management issues and all associated legislation.
- Ability to organise and prioritise task.
- Strong knowledge of insurance industry.
- Well-developed communication skills both written and verbal.
- Sound computer literacy skills.
- High level of attention to detail.
- Strong customer service focus.

Internal Contacts

Claims consultant, claims manager, brokers.

External Contacts

Clients, underwriters, external specialists such as loss adjusters, solicitors, accountants

Typical Experience

5+ years insurance industry experience. May have tertiary qualifications in a related field and will have completed Diploma of Financial Services (Broking or claims endorsement).

POSITION DESCRIPTION

Position Title:	Claims Consultant
Position Code:	22
Career Level:	3

Responsible for

Providing service and technical support to clients, producing of accurate, efficient and timely related documentation of assigned claims.

Reports To

Senior Claims Consultant/Claims Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Receiving, recording and processing incoming insurance claims.
- Interpreting policy coverage, determining limitations and escalating issues as needed.
- Monitoring the development of client claims by updating business systems as changes occur.
- Advising new claims to insurers and providing instructions from insurers as required.
- Advising clients of all settlement terms and conditions.
- Representing the organisation at client & insurer meetings where required.
- Liaising with senior consultants/claims manager in providing clients, brokers, with structured solutions to their claims management issues.
- Liaising with client & insurer and dealing with any daily enquires raised.
- Providing claims statistics as required.

Key Skills

- Ability to develop and maintain meaningful working relationships.
- Possess a thorough understanding of relevant lines of insurance, claims management issues and all associated legislation.
- Developed knowledge of insurance industry.
- Well-developed communication skills both written & verbal.
- Developing computer literacy skills.
- Highly developed attention to detail.
- Customer service focus.

Internal Contacts

Senior Claims Consultant and Claims Manager.

External Contacts

Clients, underwriters, external specialists such as loss adjusters, solicitors, accountants.

Typical Experience

3+ years insurance industry experience. Will have completed or is completing Diploma of Financial Services (Broking or claims endorsement).