

## ARPC Position Description

<b>Role Title:</b>	Chief Claims and Customer Officer		
<b>Function:</b>	Chief Claims and Customer Office	<b>Classification broadband:</b>	SES1
<b>Location:</b>	Sydney	<b>Security clearance:</b>	Baseline
<b>Role Reports to</b> (role title):	Chief Executive Officer		
<b>Direct Reports</b> (role titles):	3 direct reports, and 5+ indirect reports		

### Key Attributes of the Chief Customer Officer

The Chief Claims and Customer Officer will establish and maintain an efficient claims management system and processes, and also focus on the customer perspective (insurer customers and reinsurer partners) (thoughts, opinions, and needs) to ensure the ideation and establishment of insurer customer-centric processes and ways of working.

### Purpose of the role (Why the role exists; how the role contributes to the ARPC's strategic objectives)

The purpose of this role is to:

- Establish strategic and operational plans which support the achievement of business objectives across CCCO functions (including claims reimbursement and claims recovery and insurance audit of premiums and claims) through the leadership of a team of insurance professionals.
- Ideate and establish processes and ways of working which deliver exceptional services levels to ARPC's insurer customers, including insurer liaison and dispute resolution.

### Key Accountabilities (Key activities, tasks and outcomes to be achieved)

#### Chief Claims and Customer Office

- The CCCO will develop a thorough understanding of all aspects of ARPC's business operations and how they impact insurer customers.
- Ideate and design policies, procedures and systems which optimise the insurer customer experience.
- Oversee the effective delivery of customer service strategies in regard to cedant review, claims reimbursement, claims audit, and retrocession claims recovery.
- Collaborate across the organisation to drive optimum customer experience delivery.
- Identify baseline metrics for tracking interaction with insurer customers.
- Establish and operationalise a suitable customer relationship management (CRM) system.
- Ensure the timely preparation of the monthly, quarterly, and yearly management reports.
- Manage the collection and analysis of claims or other relevant information as required.
- Educate the broader ARPC team on the merits of adopting a customer-centric mindset.
- Integrate the ARPC interactions with insurer customers at Head of Reinsurance level, reinsurance and insurance executives, and financial and claims professional experts.
- The CCCO has high contact with insurers and reinsurers.

#### Insurance Audit (cedant review)

- Oversee the establishment and execution of an effective cedant review program (premium audit) which assures cedants comply with ARPC's requirements under the Reinsurance Agreement.

## **Claims Management**

- Establish strategic and operational plans which support the achievement of business objectives across CCCO functions (including claims reimbursement and claims recovery and insurance audit) through the leadership of a team of insurance professionals, including:

### Insurance Claims Reimbursement and Retrocession Claims Recovery

- Establish and implement the claims operating plan and ensure the ongoing effectiveness of the claims function by periodically conducting productivity reviews and implementing appropriate changes.
- Ensure all claims handling procedures are conducted within the approved policies and frameworks, within budget and risk appetite.
- All claims are handled and managed in a timely, consistent and professional manner
- Establish appropriate dispute handling policies and processes.
- Ensure insurer disputes are handled in a timely, consistent, and professional manner, in accordance with approved and established policies and processes.

### Claims Audit

- Establish a process to risk sample and audit claims reimbursements to meet transparency and accountability standards for the community (through senate enquiry). Including adjusting claims reimbursements through the claims audit procedure.

### Dispute resolution

- Establish dispute resolution processes on claims reimbursement and retrocession recovery.

## **Functional leadership**

- Empower and enable the professional staff in the CCCO team to design and deliver strategic and operational CCCO plans which support ARPC to achieve its strategic priorities.
- Ensure the continuity of suitably qualified and experienced staff to enable CCCO function to fulfil all its obligations.
- Manage end to end employee matters such as recruitment, performance management and development.
- Establish and maintain a culture of high engagement and performance, with a focus on continuous improvement.

## **As a member of the Senior Leadership Team:**

- Develop and maintain a commercial understanding of the markets in which ARPC operates in order to contribute to short, medium and long-term business planning and development.
- Identify immediate and forward-looking opportunities and risks impacting the business and recommend actions which mitigate risks and/or seize opportunities.
- Develop and maintain a commercial understanding of the markets in which ARPC operates to inform short, medium and long-term business planning and development.
- Lead the development of frameworks to measure the effectiveness of ARPC's strategic objectives
- Support the CEO in execution of Corporate strategies.
- In accordance with the Business Continuity Management Procedure, as part of the response team, contribute to the organisational response.
- Contribute to overall leadership and management of the Corporation to achieve its strategic objectives.
- Contribute to the identification of business process improvement opportunities.
- Role model ARPC's Values and Code of Conduct and capabilities set out in ARPC's Capability Framework.

## Key legislative / regulatory role responsibilities

### Public Interest Disclosure Act 2013 (PID Act)

- ARPC Managers may receive disclosures from staff they supervise or manage, and are responsible for providing to an ARPC Authorised Officer (CEO, CFO, COO) as soon as practicable, any information provided to them that concerns disclosable conduct (within the definition of PID Act S.60A).
- ARPC Managers must assist the ARPC CEO (or delegate) and/ or the Commonwealth Ombudsman in the conduct of a PID investigation.
- ARPC staff must assist the ARPC CEO (or delegate) and/ or the Commonwealth Ombudsman in the conduct of a PID investigation.

### Privacy Act 1988

- ARPC staff must adhere to the Australian Privacy Principles and the ARPC Privacy Policy and report any privacy breaches by any employee or contractor to the Privacy Officer (CFO) and/ or Privacy Champion (COO) as soon as they become aware of them.

### Freedom of Information Act 1982 (FOI Act)

- ARPC staff are responsible for notifying and supporting the Information Public Scheme (IPS) Team to ensure published website Information is accurate, up-to-date and complete.
- ARPC 'owners' of website content are required to review content on their page(s) at least annually.

### Security

- Responsible for monitoring their staff (including contractors), resources and functions to ensure security controls are maintained and operate effectively.
- Responsible to ensure that staff (including contractors) are aware of and practice the appropriate security procedures for protecting individuals, official information and other valuable resources.

## Working Relationships (Key stakeholders, clients, customers, suppliers, providers, consultants, etc.)

### Internal Relationships

- Build and maintain strong relationships with all members of the ARPC team

### External Relationships

- Build and maintain strong relationships with vendors and partners

## Person specification

### Qualifications and experience

#### Qualifications (indicate whether mandatory or desired)

- Tertiary qualification - *Mandatory*

#### Experience (minimum type and level of experience required to perform the role)

- Experience in establishing and leading an insurance/reinsurance claims function, or operational experience at a senior level in an insurance or reinsurance role – *Mandatory*
- Minimum of 10 years experience in senior insurance sector roles - *Desired*
- Experience developing and managing claims frameworks in insurance regulated markets – *Desired*
- Experience in understanding and interpreting legislation - *Desired*

### Technical Capabilities (skills, knowledge, technical or specialist capabilities)

- Substantial experience in reinsurance claims management
- Strong problem solving and change management skills
- Excellent planning and organisational skills
- Well-developed people management, interpersonal and leadership skills
- Ability to think vertically and laterally to approach business issues from different angles
- Strong written and verbal communication skills
- Excellent analytical skills with the ability to derive simple insights from complex data
- Excellent interpersonal skills with the ability to effectively negotiate and influence
- Ability to build strong relationships with various stakeholders
- Well-developed commercial acumen
- Deep legislative and regulatory interpretation and application skills
- Natural application of insight, initiative and innovation
- Astute attention to detail
- Courteous assertiveness

Authorities	Limits/ Type
Financial Delegations:	As per ARPC Financial Delegations
HR Delegations:	As per ARPC Enterprise Agreement
Declared Terrorist Incident (DTI):	As per ARPC DTI Response Plan

### Additional requirements

### ARPC Values

- Delivering for our stakeholders
- Collaboration
- Personal leadership
- Integrity
- Wellbeing

### ARPC Capabilities (ARPC Capability Framework)

ARPC Capabilities describe behavioural expectations for all employees, by classification broadband.

- Shapes strategic thinking
- Achieves results
- Cultivates productive working relationships
- Exemplifies personal drive and integrity
- Communicates with influence

Refer to ARPC's intranet for detailed information on each of the capability areas.

### Distinguishing Characteristics of ARPC Senior Executives (classification level SES1)

- The focus of interactions, while often across the agency or directed inwardly with staff reporting to the role, extends to broader corporate leadership, and cross-government and external representation
- Takes responsibility for performance outcomes for a specific program, initiative, or for quality of advice provided
- Takes responsibility for the management and development of all staff in a branch/group
- Leads a branch/group in implementing programs, projects and initiatives
- Contributes to one or more elements of agency governance
- Recommends decisions on performance improvement initiatives and options
- Plans and manages budgeted resources
- Influential source of advice related to a specific area of knowledge or practice, which will form a key input to agency decision making processes
- Primary planning focus assumes an immediate current year but with an understanding of future implications

<b>Prepared by:</b> <i>(Name &amp; position)</i>	Sonia Talwar, Snr Manager People	<b>Date:</b>	October 2021
<b>Approved by:</b> <i>(Name &amp; position)</i>	Chris Wallace, Chief Executive	<b>Date:</b>	October 2021