

ARPC Position Description

| | | | |
|-------------------------|---|----------------------------------|----------|
| Role title: | Senior Manager Claims Assessment and Audit | | |
| Function: | Chief Claims and Customer Office | Classification broadband: | EL2 |
| Location: | Sydney | Security clearance: | Baseline |
| Role reports to: | Chief of Scheme Implementation initially, and then Chief Claims and Customer Officer, ongoing | | |
| Direct reports: | A small team | | |

Purpose of the role

The purpose of this role is to establish then manage an efficient and compliant Claims Assessment and Audit function in accordance with ARPC's policy terms and conditions, as well as relevant Reinsurance Agreements with ARPC Insurance Customer and Industry standards.

Important note: This role will initially participate in preparatory activities which will contribute to the implementation of the Cyclone Reinsurance Pool to support the development, analysis and documentation of the Claims and Customer workstream, and other workstreams (including Pricing and Underwriting) as required.

Key accountabilities

- Role model ARPC's Values and Code of Conduct and capabilities set out in ARPC's Capability Framework

Claims Assessment

- Establish processes and procedures for claims assessment and auditing for both Terrorism and Cyclone portfolios, based on 'best (or 'good') practice guidelines, and contemporary market practices
- Establish and manage suitable claims quality assurance controls and measures
- Establish processes which account for appropriate decision making in claims approvals
- Establish processes which enable continuous improvement in claims assessment processes and procedures
- Apply appropriate investigation tools to ensure claim assessments are appropriately managed
- Pro-actively manage claims duration and engage with appropriate reinsurance parties and stakeholders
- Provide exceptional customer service in accordance with ARPC's Values and service policies

Dispute resolution

- Establish and manage efficient processes and procedures based on 'best (or 'good') practice guidelines, and contemporary market practices, and which take account for insurers processes, service agreements and the regulatory environment

Audit

- Lead the end-to-end planning and execution of the cedant review program in collaboration with the Senior Manager Insurance Audit:
 - Ensure cedant reviews (insurer audits) are planned and conducted effectively and that clients comply with ARPC's requirements
 - Ensure that ARPC has the appropriate policies, processes and procedures that are necessary to achieve its legislated function, strategic role and purpose, and business goals and outcomes
 - Monitor ongoing cedant data trends and recommending and/or implementing appropriate strategies to address emerging issues
 - Undertake reinsurance recoveries from reinsurers
 - Ensure sound and timely provision of advice and information to ARPC Executives in relation to the cedant review and claims processes
 - Involve all ARPC employees in the program to enable a deeper understanding of the business
 - Apply knowledge of auditing principles and practices to improve the depth and effectiveness of premium audits
 - Extract and review data reports from ARPC core systems to derive insights and trends from complex data (premiums, claims, exposure)

Functional leadership

- Lead a small team of professional employees (in accordance with ARPC's Capability Framework)
- Establish and maintain a high performing culture of continuous improvement

- Ensure the claims assessment and team receives appropriate training

Other

- Identify business process improvement opportunities
- Participate in ARPC Corporate projects as and when opportunities arise
- Develop and maintain a commercial understanding of the markets in which ARPC operates and the Insurance Regulatory environment (eg ICA Code of Practice, Claims as a Financial Service) in order to contribute to short, medium and long-term business planning, function establishment and development

Working relationships

Internal relationships

- Build and maintain strong relationships with the ARPC team

External relationships

- Build and maintain strong relationships with vendors and partners

Regulatory 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 s60A).
- 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.

Person Specification

Qualifications and experience

Qualifications

- Tertiary qualification in Business/ Finance or related field – *Mandatory*
- Qualified or prepared to study toward qualification to ANZIIF Fellow or Associate level – *Desired*

Experience

- Experience in a similar role with insurance claims assessing and claims auditing – *Mandatory*
- Technical and regulatory knowledge of insurance, reinsurance, or financial service sector, in particular General Insurance Claims – *Mandatory*
- Understanding of Project management and Business Analysis - *Desired*
- Knowledge of Commonwealth Government particularly connections to Treasury or Department of Finance – *Desired*
- A desire to pursue a career in Business/Insurance Claims– *Desired*

Technical capabilities

- Champion risk culture values and a strong advocate for good customer outcomes
- Promote continuous improvement to ARPC’s products and services having regard to product assessments, IT solution and business efficiencies
- Establishes and executes business plans to maximize opportunities
- Deep management expertise coupled with energy and passion for customer service and efficient claims management
- Ability to think strategically, effectively negotiate and influence
- Strong interpersonal communication and service orientation
- Demonstrated ability to consult, influence and negotiate effectively with a wide range of internal and external stakeholders.
- Strong knowledge of the Microsoft Office suite including Word, PowerPoint, and Excel
- Excellent written and verbal communication skills and the ability to portray complex information in a simple way through business reports
- Excellent analytical skills with the ability to derive simple insights from complex data
- Ability to build strong relationships with various stakeholders
- Ability to work as part of a team and autonomously, as a subject matter expert
- Well-developed commercial acumen
- 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 Incident: | As per ARPC Response Procedure |

Additional requirements

| |
|--|
| |
|--|

ARPC Values

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

ARPC capabilities

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

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

| | | | |
|----------------------|--|--------------------------------|---------------|
| Approved by: | Jason Flanagan Chief of Scheme Implementation | Signature and Date: | December 2021 |
| CEO approval: | Chris Wallace CEO | Signature and Date: | December 2021 |

