

ARPC Position Description

Role Title:	Chief Operating Officer (COO)		
Function:	Operations and Strategy	Classification broadband:	SES1
Location:	Sydney	Security clearance:	Baseline
Role Reports to (role title):	Chief Executive Officer		
Direct Reports (role titles):	5+ direct reports (Head of IT, Executive Manager Communications, Head of Business Performance and Executive Manager Crisis Response, Manager Thought Leadership Content and Coordination) 5+ Indirect reports across the functional portfolio		

Key Attributes of the Chief Strategy and Operations Officer

- The COO will be an innovative strategic thinker who can coordinate the Senior Leadership team and the ARPC Board to formulate long-term strategic vision, goals objectives. The COO plays a leadership role in operationalising the strategic vision into translating it into actionable plans.
- The COO will be confident in engaging with the Board of ARPC and the full range of stakeholders including representing ARPC at stakeholder meetings, events and industry conferences (with 200+ attendees).

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

- This role is primarily responsible for leading the design and delivery of the strategic planning process and driving operational excellence across the organisation. It has a focus on improving systems, structures, policies and procedures with the goal of improving business performance.
- This role leads the delivery of strategic projects with the support of the Senior Executive Team and Senior Managers across the organisation, and is relied upon for the creation, maintenance and execution of a stakeholder engagement plan.
- The role has operational responsibility for a range of functional teams which may change from time to time depending on the requirements of the Chief Executive.
- The role will support the CEO, CUO and CCCO representing ARPC to its diverse group of local and offshore stakeholders in both the private and government sectors.

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

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

Strategic planning, implementation and measurement

- In collaboration with the Senior Leadership Team and the ARPC Board, coordinate ARPC's annual strategic planning process.
- Establish and implement operational frameworks and strategies which support the effective delivery of ARPC's strategic objectives and incorporates contemporary trends and insights from both the government and insurance sectors.

- Lead the project management office to support the implementation of strategic initiatives.
- Lead the design and planning of the claims strategy and functions that will be enacted post a DTI
- Lead the design and planning of the claims strategy and functions that will be enacted during a declared cyclone event.

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

Information Technology

Oversee and provide strategic direction for:

- The design and implement ARPC's information technology (IT) strategy and
- The implementation of strategic IT initiatives.

Communications

- Oversee and provide strategic direction for the development and implementation of strategic communications plans which support ARPC'S approved insurer customer and reinsurer engagement and communications objectives on a whole of agency basis, in collaboration with the Head of Public Affairs.

PMO and Business Performance

Oversee and provide strategic direction for:

- The provision of high-quality program management support across the agency as well as large projects which support the delivery of ARPC's strategic objectives,
- The measurement and monitoring of business performance through whole of business KPI's and dashboards, and
- The procurement processes across ARPC which serve to enhance agency performance.

Crisis Response

- Oversee and provide strategic direction for ARPC's preparatory program of work which serves to confirm ARPC's capability to effectively respond to crisis in relation to the terrorism and cyclone portfolios and to the organisation more broadly.

Thought Leadership

- Oversee the coordination and management of ARPC's thought leadership program of work which directly supports the agency's achievement of strategic Terrorism related goals and objectives.

Functional leadership

- Presently this role oversees the Information Communication Technology, Communications, Crisis Response, PMO and Business Performance and functions. Each of these functions is led by highly capable Senior Managers and Managers to the extent the role of the COO is to empower and enable the teams to design and deliver strategic implementation plans.
- Lead small teams of professional employees (in accordance with ARPC's Capability Framework) and 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.

Key legislative / regulatory role responsibilities

Personal Interest Disclosure Act (PID), as an Authorised Officer:

- Ensure the development, review and maintenance of ARPC’s PID Policy
- Delivering staff awareness sessions to staff, and to AOs on their rights and responsibilities
- Receive disclosures from public officials on disclosable conduct and provide advice to them;
 - Assess the risk of reprisals against the person making the disclosure
 - Examine the PID; and
 - Document the PID information.

Privacy Act, as the designated ARPC Privacy Champion:

- reporting to the CEO and ARPC Board on personal information data breaches, including any privacy issues arising from ARPC’s handling of personal information;
- Providing strategic direction to the management of personal information;
- Reviewing and/or approving the Privacy Management Plan;
- Documented reviews of the agency’s progress against the Privacy Management Plan at least once each calendar year; and
- Promoting a culture of privacy that values and protects information.

Freedom of information Act (FOI), Delegated Officer responsible for:

- Making decisions in relation to requests for information; and
- Leading ARPC’s work on implementing the IPS requirements under the FOI Act.
- The CSOO will also arrange ARPC’s IPS documents, which are not available on the ARPC website, to be made available upon request,
- Managing the IPS and ensuring that the IPS documents are accurate, up-to-date and complete.

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

Internal Relationships

- Build and maintain strong relationships across ARPC, Board and Board Committee’s, Treasury Officials and other Government Agencies

External Relationships

- Build and maintain strong relationships with insurers, reinsurers, property owners, Actuaries, vendors and partners

Person specification**Qualifications and experience****Qualifications** (indicate whether mandatory or desired)

- Relevant tertiary qualification *Mandatory*
- MBA *Desired*

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

- Substantial experience in business or government with significant experience senior manager roles *Mandatory*
- Knowledge or insurance, reinsurance, banking or other financial service *Mandatory*

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

- Strategic leadership expertise coupled with energy and passion for the strategy development and implementation
- Ability to think vertically and laterally to approach business issues from different angles
- Excellent 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
- Legislative and regulatory interpretation and application skills
- Natural application of insight, initiative and innovation
- Astute attention to detail
- Ability to work as part of a Senior Leadership Team
- 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 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

Prepared by: <i>(Name & position)</i>	Sonia Talwar, Snr Manager People and CEO Office	Date:	August 2022
Approved by: <i>(Name & position)</i>	Dr. Chris Wallace, Chief Executive	Date:	August 2022