

ARPC Position Description

Role title:	Executive Assistant to CCO and CUO		
Function:	Executive Support	Classification broadband:	ARPC 5/6
Location:	Sydney	Security clearance:	Baseline Clearance (Australian Citizenship required)
Role reports to:	Chief Claims Officer		
Direct reports:	Nil		

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 provide high quality executive support to the ARPC customer facing divisions of the Chief Claims Officer and Chief Underwriting Officer's and the administrative requirements for their respective divisions.

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

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

Executive assistance

- Manage senior executive's calendar, prioritizing customer meetings, events, and follow-ups.
- Manage information flow in a timely and accurate manner via emails and other correspondence, on behalf of senior executives.
- Coordinate travel arrangements with a focus on client visits and external engagements for executives and for other employees and ARPC Board members when required.
- Process daily expenses and prepare weekly, monthly or quarterly reports as required.
- Format information for internal and external communication – memos, emails, presentations, reports
- Take minutes and provide administrative support during meetings (internal and where required, external).
- Screen and direct phone calls and distribute correspondence.
- Organise and maintain documents in accordance with ARPC's document storage protocols.

General administrative and team support

- Act as the point of contact among executives, employees, customers and other external partners
- Prepare agendas, take minutes, and track action items for meetings with clients, partners or key internal gatherings.
- Handle expense reports and budget tracking related to customer-facing activities.
- Contribute to the broader office administration requirements (including the replenishment of stationery and kitchen supplies, office maintenance and catering for staff events).

Cedant communication

- Represent the executive and company with a high level of polish and customer service.
- Handle sensitive client information with discretion and professionalism.
- Serve as a liaison between the executive and clients, ensuring timely and professional communication.
- Draft, proofread, and send correspondence (emails, proposals, thank-you notes) to clients.
- Maintain a CRM system or client database, updating contact details, meeting notes, and follow-ups.
- Schedule and confirm client meetings, calls, and events, ensuring all logistics are handled.

Meeting preparations

- Assist in preparing presentations, reports, and briefing documents for client meetings.
- Gather and synthesize client data or feedback for executive review.
- Ensure the executive is well-prepared with background information on clients and meeting objectives.

Event coordination

- Support planning and execution of customer-facing events as relevant to the CUO and CCO teams.
- Coordinate logistics for client visits, including hospitality, transportation, and materials as necessary.

Other

- Lead and participate in other work streams and activities across ARPC, as opportunities arise

Working relationships (key stakeholders, clients, customers, suppliers, providers, consultants, etc.)

Build and maintain strong relationships within:

- **Internal** relations with
 - All members of the ARPC team
- **External** relationships with
 - Insurer customers, vendors and partners

Person specification

Qualifications and experience

Qualifications (indicate whether mandatory or desired)

- High School Certificate, Diploma or Tertiary qualification - *Desired*

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

- Substantial hands-on experience in an executive assistant role - *Mandatory*
- Experience in liaising with external clients and business partners *Mandatory*
- Experience working across all levels in an organisation - *Desired*
- Knowledge of insurance, reinsurance banking or financial service - *Desired*

Key legislative / regulatory role responsibilities

Public Interest Disclosure Act 2013 (PID Act)

- 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 / or Privacy Champion, 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.

Work Health & Safety Act 2011 (WHS Act)

- All workers, including senior managers and executives, have duties under WHS Act.
- These duties include taking reasonable care for our own psychological and physical health and safety and that your actions or omissions do not adversely affect the health and safety of other persons.

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

- High emotional intelligence and diplomacy
- Ability to manage client expectations and resolve minor issues
- Understanding of customer service principles
- The ability to work collaboratively
- Excellent organisational skills including time management
- Strong written and verbal communication skills
- Intermediate skills in Microsoft Word, Excel and PowerPoint
- Discretion and confidentiality
- Resourceful, innovative and proactive
- Familiarity with office gadgets and applications (e.g. e-calendars, photocopiers, laminators etc.)

- Strong interpersonal skills with the ability to effectively negotiate and influence
- Ability to build relationships with various stakeholders
- Working knowledge of project management software
- Astute attention to detail
- Courteous assertiveness

Authorities	Limits/ type
Financial delegations:	As per ARPC Delegations Policy
HR delegations:	As per ARPC Enterprise Agreement
Declared Terrorist Incident (DTI) and Declared Cyclone Event (DCE):	As per ARPC Event Response Policy

Additional requirements

ARPC Values
<ul style="list-style-type: none"> <li style="width: 50%;">• Integrity <li style="width: 50%;">• Respect <li style="width: 50%;">• Service <li style="width: 50%;">• Wellbeing

ARPC Capabilities (Integrated Leadership System)
ARPC Capabilities describe behavioural expectations for all employees, by classification broadband.
<ul style="list-style-type: none"> • Shapes strategic thinking • Achieves results • Supports/cultivates productive working relationships • Exemplifies personal drive and integrity • Communicates with influence

Prepared by: (Name & position)	Sonia Talwar, Head of People and Culture	Date:	June 2025
Approved by: (Name & position)	Jason Flanagan, Chief Claims Officer	Date:	July 2025