

ARPC Position Description

Role title:	Senior Reinsurance Claims Officer <i>(Non-ongoing contract, maximum term 6 months)</i>		
Function:	Claims Assessment and Audit	Classification broadband:	ARPC 5/6
Location:	Sydney	Security clearance:	Baseline
Role reports to:	Director of Claims Assessment and Audit (DCA&A)		
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 apply experienced capabilities in administering efficient claims services in accordance with ARPC's Claims Policies and Procedures and supporting the claims audit program of work *(This role in a non-ongoing contract role with a maximum term of 6 months).*

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

Claims administration

- Understand ARPC's claims policies and processes
- Provide of an efficient and effective claims service in accordance with ARPS's established policies and procedures
- Receive, validate, record and process incoming claims in accordance with pre-established service level guidelines
- Maintain data integrity within ARPC's claims management system
- Raise questions escalate issues with the DCA&A where ambiguities or unusual situations arise
- Ensure that all claims related matters are dealt within the timeframes set out by ARPC's service level agreement
- Identify suspicious or potentially fraudulent claims and notify the Director of Claims Assessment and Audit.
- Arrange investigation and liaise with legal counsel if further action needs to be taken
- Ensure the claims system is kept up to date with all claims activity, in accordance with established processes and procedures
- Provide reports as required regarding claims activity
- Assist in the understanding of claims process issues and risks, recommend and implement changes based on identified inefficiencies

Role activities specific to Senior Claims Officer

- Assist in the implementation for Audit and Review function
- Conduct claims audits under guidance of the Manager Claims Audit and Investigation
- Undertake Claims audits and to determine the extent of coverage the application of any conditions or exclusions, data integrity and reasonableness of claims reimbursement requests
- Reviewing claims processes and procedures for improvements and identification of areas of risk or non-compliance

Risk capability

- Actively contribute to managing risk well at ARPC by embedding risk into day-to-day activities supporting a culture of openness, accountability and continuous improvement.

Other

- Assist the Chief Claims and Customer Officer, DCA&A and other members of the Claims and Customer team with onboarding of new Insurer Customers and as required
- Role model ARPC's Values and Code of Conduct and Capabilities set out in the ARPC's Capability Framework
- Maintain knowledge of insurance/reinsurance industry and trends

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

Internal Relationships

- Build and maintain strong relationships across ARPC

External Relationships

- Build and maintain strong relationships with vendors and partners
- Building strong relationship and provide excellent service to Insurer Customers

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

- Tertiary qualification - *Desired*

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

- At least 3 years' experience in claims administration in the Insurance Industry - *Mandatory*
- Some knowledge of Reinsurance - *Desired*

Regulatory responsibilities

Comply with the Public Interest Disclosure Act, Privacy Act, FOI Act, and WHS Act and support ARPC's security and governance protocols.

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 and/ 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 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.

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)

- Broad knowledge of insurance/reinsurance industry and general insurance claims processes
- Sound analytical skills
- Sound knowledge of office suite including Word, PPT and excel
- Sound written and verbal communication skills
- Strong interpersonal skills with the ability to effectively negotiate and influence
- Customer service focused with an ability to build strong relationships with various stakeholders

- Excellent commercial judgement
- Natural application of insight, initiative and innovation
- Astute attention to detail
- Ability to work as part of a team and autonomously, as a subject matter expert
- Courteous assertiveness

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

Additional requirements

ARPC Values
• Integrity • Respect • Service • Wellbeing

ARPC Capabilities (Integrated Leadership System)
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: (Name & position)	Jason Flanagan, Chief Claims Officer	Date:	28 September 2026
-----------------------------------	--------------------------------------	-------	-------------------