

Executive Position Description

Position: Chief Underwriting Officer

Department: Technical Solutions

Line Manager: Chief Executive Officer (CEO)

Membership of ELT: Lead and model a strong values-based culture and approach to all aspects of your role to deliver the Corporate Plan. Lead the right people to perform at their best, ensuring team members have the technical expertise and commitment to meet their targets with confidence and demonstrate Ansvar's values whilst contributing to a respectful workplace. Ensure performance objectives are in place for all team members to confirm they know what they are required to deliver and to what standard, evaluate performance and improve outcomes. Lead and support your teams to collaborate outside their division to deliver on our Corporate Plan and help them to understand change. Drive continuous improvement and innovation that will be cost effective and improve outcomes. Be open and honest and constructive in providing information and advice. Be aware of relevant industry and legislative developments that impact Ansvar so as to provide timely advice to the CEO and Board.

Leadership Qualities: Adopt, promote and model behaviour consistent with Ansvar's values.
Be diligent to ensure team members and visitors to Ansvar are safe.
Ensure your management structures and procedures anticipate and manage risk, prevent or detect fraud, comply with law, are current and meet our policies and corporate governance standards.
Manage the financial framework to meet budget and ensure spend is appropriate and necessary.
Support the CEO and Board to operate lawfully, effectively and efficiently.
Communicate with Ansvar employees and clients in a professional manner with purpose and respect demonstrating collaboration and trust.
Represent Ansvar at industry events, forums and meetings.
Enhance professional and leadership competencies by attending seminars and training courses and committing to you and your team's development.

Role Purpose: The Chief Underwriting Officer (CUO) an Executive responsible for delivering the functions of pricing and portfolio analysis, pricing models, quality assurance, technical underwriting and training, to a level of performance required to achieve our visions and strategic goals.

Our Vision: Our vision is to be regarded as the most trusted specialist insurer within our core sectors. We will achieve this by delivering on three strategic goals: achieving sustainable profitable growth in our core sectors, having expert and engaged people, and operating profitably and cost effectively to give back to our community.

Our Values:

- Accountability** – doing what we say we will do
- Customer Centric** – putting our customers at the centre of what we do
- People Matter** – respecting, recognising and developing people
- Collaborative** – working together to leverage our diversity
- Ethical** – doing the right thing

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Key Accountability Areas	Key Performance Indicators	Weighting%
<p>Systems and Processes</p>	<p>Technical Pricing – regularly review and calculate technical pricing for Ansvar’s portfolio to ensure the delivery of the three year budget including:</p> <ul style="list-style-type: none"> • Engage with the Client Solutions team to allocate technical price across Ansvar’s portfolio and update Ansvar’s rating tools accordingly. • Perform regular pricing reviews for schemes and national accounts and partner with the Client Solutions team to achieve the best possible outcomes. • Renewals - perform monthly analysis of all upcoming renewals and implement rate increases and other policy changes to deliver optimal outcomes. <p>Portfolio Analytics, Portfolio Management & Business Partnering</p> <ul style="list-style-type: none"> • Be accountable for the delivery of gross loss ratios, rating strength, profitability, capital intensity and growth KPIs in each portfolio (Property, Liability, Financial Lines and SME) and take proactive action to address any negative deviations from targets • Use business intelligence tools and other reporting to identify and understand key trends in the growth and profitability of the portfolio including understanding key trends by distribution channel, broker, scheme, sector, segment, product, portfolio, customer size, state of issue and state of risk. • Implement underwriting actions/changes to address key value destroyers and maximise the areas in the portfolio which are performing well. This will include active management of loadings/ underwriting approach in high risk areas such as PSA claims and asbestos • Partner with Risk Solutions, Client Solutions and Claims to implement actions/changes to address key value destroyers and maximise the areas in the portfolio which are performing well • Develop thought leadership for intermediaries and customers to address and / or mitigate risks in relation to key issues identified in the portfolio (e.g. key causes of claims in churches and how to manage them) <p>Quality Assurance, Auditing and Education</p> <ul style="list-style-type: none"> • Perform regular audits of each employee with underwriting authority and provide timely feedback including action plans to identify issues identified and delivering focussed coaching where required • Proactively educate the Client Solutions team and other areas of the business in relation to technical underwriting, products and other key areas • Implement and maintain a robust and fit-for-purpose quality assurance framework • Perform regular audits of Ansvar’s schemes and facilities in line with requirements in guidelines and agreements and appropriately address any findings. <p>Core Underwriting</p> <ul style="list-style-type: none"> • Respond to underwriting queries and referrals in a timely manner in line with SLAs with a commercial mindset which delivers optimal results. 	<p style="text-align: center;">50%</p>

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	<ul style="list-style-type: none"> • Ensure facultative reinsurance is purchased where required and is placed in accordance with the Reinsurance Management Strategy, reinsurance guidelines and other policies/procedures. <p>Product Development</p> <ul style="list-style-type: none"> • Regularly benchmark Ansvär's suite of products compared to the market and implement changes to ensure our products continue to be market leading and appropriately tailored to our specialist areas • Partner with the Client Solutions team to deliver tailored products and new products to maximise growth opportunities <p>Policies, Procedures & Agreements</p> <ul style="list-style-type: none"> • Regularly review, improve and update Ansvär's Underwriting policies and procedures to ensure they remain relevant and deliver training to staff on key areas as required. Policies include Underwriting Manuals, Underwriting Authority and Risk Appetite documents • Partner with Client Solutions to ensure that Ansvär's contractual arrangement with its insurance intermediaries remain current and appropriate 	
People	<p>Develop, coach and support direct reports to embrace Ansvär's values and successfully carry out their roles</p> <p>People development:</p> <ul style="list-style-type: none"> • Implement a coaching and development plan for each direct report and regularly evaluate and assist their progress • Act as a coach and mentor to direct reports in all aspects of pricing and portfolio analysis and technical underwriting • Support direct reports to develop their teams, to ensure they obtain the right skills and undertake adequate training to effectively carry out their roles. • Conduct annual performance reviews with direct reports, develop agreed action plans and follow up on actions arising out of the review • Undertake business performance reviews with reporting managers on a quarterly basis • Develop succession plans for your role and each reporting manager and review regularly with the CEO <p>Promote teamwork and respect:</p> <ul style="list-style-type: none"> • Develop a culture of respect within reporting functions where communication is always positive, constructive and respectful • Reinforce the importance of keeping all business matters confidential 	20%

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Financial	<p>Develop business plans to deliver on annual financial and strategic targets</p> <ul style="list-style-type: none"> • In conjunction with the CEO, set the annual business objectives within the agreed underwriting strategy and risk management frameworks • Develop annual business plans for reporting functions addressing the financial and leadership objectives for the year • Ensure division operates within allocated budgets • Report as required to the CEO and Executive Team on: <ul style="list-style-type: none"> ○ performance results, major issues and activities ○ market conditions, GI industry activity and new product requirements ○ recommendations for business improvement / growth ○ any new initiatives implemented to assist reporting team members to achieve business objectives 	10%
Group	<p>Ecclesiastical Insurance Group engagement including participation in the Group Underwriting Centre of Excellence</p> <ul style="list-style-type: none"> • Proactively contribute to Group requirements including oversight and implementation of Group Risk Appetite within Ansva • Participate in the Group Underwriting Centre of Excellence and other Group initiatives as required 	5%
Customer and Conduct	<p>Be a role model within and outside the company, leading by example and consistently demonstrating and promoting Ansva's values</p> <ul style="list-style-type: none"> • Maintain a strong and credible market presence to advance the image and reputation of the Ansva brand, and represent the company as the key underwriting representative at all major industry events <p>Deliver outstanding customer service:</p> <ul style="list-style-type: none"> • Build and maintain effective relationships with all business stakeholders including directors, colleagues, regulators, reinsurers, reinsurance brokers and key customers • Ensure reporting functions understand the importance of embracing Ansva's values in delivering outstanding customer service to both internal and external stakeholders • Inform reporting managers of any feedback (positive and negative) received from external business contacts or customers (internal or external), and provide assistance where required to resolve any customer service issues <p>Market Presence / Customer / Intermediary Liaison</p> <ul style="list-style-type: none"> • Build a strong presence in the market and liaise/negotiate with key customers and intermediaries on schemes, portfolios and national accounts as required • Do regular roadshows across the country to build market presence with key intermediaries and peak bodies in Ansva's specialist areas. 	10%

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Risk	<p>Contribute to the alignment of risk and compliance management practises to Ansvar's strategic objectives by sitting at the first line of defence</p> <ul style="list-style-type: none"> • Identify potential risks to the business, managing and controlling those risks appropriately; including identifying, assessing and effectively managing potential business continuity risks • Maintain compliance and adherence to all laws and company regulations, policies and procedures • Align risk and compliance management with practices within the account • Ensure awareness with Trade Practices, Privacy and other legal obligations • Assist in maintaining integrity of data management through total utilisation of systems. 	5%
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Behavioural Competencies:

- Embraces and consistently demonstrates Ansvar's values
- Ability to inspire and influence others
- Outstanding leadership skills and ability to build and maintain strong relationships
- Excellent listening and communication skills
- Ability to be across detailed operational detail whilst maintaining a strategic view
- Highly disciplined, with excellent planning and time-management skills
- Sets and maintains high standards of performance, both personally and for the Company
- Ability to create a positive working environment

Technical Competencies:

- Contemporary expertise in all aspects of General Insurance, in particular commercial insurance principles, policies, pricing and statistical modelling
- Actuarial qualifications with proven underwriting and actuarial capability within the insurance sector
- Extensive experience and expertise in business intelligence, data analytics and portfolio management; including identifying actionable insights in relation to trends identified in the portfolio
- Comprehensive understanding of insurance risk management
- In-depth knowledge of Ansvar's core sectors and segments, and how strategies work in the marketplace
- Experience in dealing directly with brokers and major clients
- Strong commercial, negotiation and management skills
- Excellent presentation, analytical and numerical skills
- A current recognised Degree, ANZIIF insurance qualification, or equivalent