



**Name:**

**Reports to:**

**National Development Manager**

**Read and Understood All Pages:**

**Signed** .....

**Date** ...../...../.....

## 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

**Accountable:** Doing what we say we will do

**Customer Centric:** Putting our customers at the centre of what we do

**Ethical:** Doing the right thing

**Collaborative:** Working together to leverage our diversity

**People Matter:** Respecting, recognising and developing people

## Role summary

The Business Development Underwriting Manager Strategic Accounts – New South Wales (NSW) is responsible for ensuring that their state's portfolio achieves its GWP budget within loss ratios through the development of new business and maintenance of existing accounts for our Key Strategic Partnerships.

The Business Development Underwriting Manager Strategic Accounts - NSW is also responsible for the personal underwriting of large and/or complex new business cases, schemes and endorsements, within delegated underwriting authority and in accordance with the Company's laid down strategies to support the profitable growth of the business.

The role is responsible for the Relationship management of our Key Strategic Accounts e.g. AON, Marsh, Willis and other brokers as required

This role represents and promotes the interests of Ansvar Insurance with distribution partners and the insurance industry.

## Key responsibilities

The key responsibilities of the Business Development Underwriting Manager Strategic Accounts - NSW are to:

1. Manage the growth and maintenance of profitable, sustainable business within the NSW portfolio of business [with our Key Strategic partnerships](#)
2. Personal Underwriting of New Business cases, schemes and endorsements for the NSW portfolio
3. Assist Underwriting department in maximising the profitability of Casualty, Property, Financial Lines and BizPack portfolio's
4. Contribute to the alignment of risk and compliance management practises to Ansvar's strategic objectives by sitting in the first line of defence
5. Deliver professional and efficient customer service to clients, brokers and distribution partners as well as internal colleagues
6. Contribute to developing a workplace learning environment

## Key responsibilities (in detail)

1. Assist in the growth and maintenance of profitable, sustainable business within the NSW portfolio of business

### **1.1 Generate and maximise on new business opportunities**

- Oversee the achievement of new business targets through the development of profitable new business and identification of opportunities within existing distribution partners
- Implement local strategies to assist in generating new business with Strategic and Corporate clients
- Account planning, portfolio management, budgeting and the development of new business opportunities
- Proactively manage and follow up all leads for Strategic and Corporate opportunities in region

### **1.2 Account Management of allocated portfolio of business and brokers**

- Proactively develop commercially successful relationships with our key distribution partners and customers, niche related contacts and potential customers
- Build and increase opportunities within pipeline of existing accounts through cross sell and upsell initiatives
- Development and maintenance of account plans including action plans for all Strategic and Corporate clients and prospects in partnership with the State Manager - NSW
- Ensure necessary distribution partners are kept up to date with product and service enhancements
- Assist with retention of policy renewals alongside Underwriting colleagues through leveraging on your established relationships with brokers and end clients
- Facilitate (KAM) Key Account Management plans for all large accounts in allocated portfolio
- Ensure all relevant key Ansvar staff are known to broker panel

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### **1.3 Promote our products and services, developing Ansvar's brand within NSW**

- Provide exceptional customer service, being solution oriented and promoting other value add services such as the Risk Solutions team
- Regularly provide updates on Ansvar's risk appetite, core sectors, changes in wordings, underwriting philosophy.
- Maintain a strong and credible market presence to advance the image and reputation of the Ansvar brand
- Representing the Company at various industry events which include, but are not limited to, conferences and seminars, trade fairs and industry awards presentations as required

## **2. Personal Underwriting of New Business for NSW portfolio**

- Personal Underwriting of large and/or complex new business cases, schemes and endorsements in the NSW portfolio
- Complete the processing of policies following the acceptance of terms from the broker
- Providing a flexible approach tailoring policies to suit client and broker needs where possible □
- Contribute to the profitable development of scheme business
- Maintain a high level of underwriting knowledge, particularly relating to Ansvar's core segments

## **3. Assist Underwriting Department in maximising the profitability of Casualty, Property, Financial Lines and BizPack portfolio's**

- Involvement in renewal and new business presentations including facilitation of the support materials and managing the process for the presentation as and when required
- Development of KAM (Key Account Management Plans) of all large accounts in portfolio
- Monitor and analyse market trends and competitors' products and service offerings, and work closely with colleagues to develop market leading products for Ansvar
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- Assist with product range development and market research within the NSW portfolio
- Report on external and internal developments

## **4. Contribute to the alignment of risk and compliance management practises to Ansvar's strategic objectives by sitting in the first line of defence.**

- Identifying 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
- Ensure awareness with Trade Practices, General Insurance Code of Practice, Insurance Contracts Act, Privacy and other legal obligations
- Align risk and compliance management with practices within the account

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- Oversee and control integrity of data management through total utilisation of CRM, Qilkview and other business critical data sources as required

## 5. Deliver professional and efficient customer service to clients, brokers and distribution partners as well as internal colleagues

- Manage Business Development related queries, escalation and issues, providing considered guidance and advice when appropriate and escalating when appropriate
- Build and maintain effective relationships with all clients, brokers and distribution customers placing business with Ansvar
- Build and maintain effective working relationships with internal colleagues at all levels
- Ensure that all queries are responded to and resolved in a timely manner providing exceptional customer service at all times
- Ensure efficient in house accessibility at all times for our clients, brokers and distribution partners and internal colleagues from both head office and regions alike
- Liaising with brokers and the insured over any policy queries
- Resolve complaints in a manner that is consistent and appropriate with Company policy

## 6. Contribute to developing a workplace learning environment

- Maintain an in-depth knowledge of the Australian general insurance industry in our core sectors and share knowledge and expertise with colleagues in all areas of the business
- Keep up to date with Company products, systems and procedures, as well as all relevant legislation
- Attend appropriate workshops, events and activities, as well as reading professional publications and material on relevant subjects, and sharing knowledge with team members
- Contribute to the review and development of systems, policies, practices and procedures
- Meet regularly with the State Manager - NSW to determine priorities and deadlines, as well as to discuss progress towards objectives and gaining assistance as and when required
- Provide support and guidance to internal colleagues on systems and processes, in particular Business Development Underwriters, as and when required
- Assist the State Manager - NSW on special projects including providing input on identifying key deliverables, resource requirements and timelines
- Champion the development of exceptional sales skills throughout the business via assessing and implementing sales training / tools where appropriate
- Promote the importance of embracing Ansvar's values in delivering outstanding customer service our distribution partners and customers

*You may be required to provide Business Development support to other states operations as and when required*

*You will also be required to assist the State Manager - NSW with any other duties as required from time to time*

## Behavioural expectations and competencies

- Passionate about the business and highly motivated to achieve Company objectives
- Responds positively to change
- Passion for delivery of high customer service and meeting deadlines
- Determination to be "The Best" both individually and as part of the Company
- Embraces and consistently displays Ansvar's values
- Ability to create a positive working environment
- Flexible attitude with a 'can-do' approach and a willingness to help out as required
- Excellent listening and communication skills plus the ability to receive and provide constructive feedback
- Sets and maintains high standards of performance, both personally and for the Company
- Excellent people skills and ability to build and maintain good relationships with colleagues, business partners and customers
- Excellent communication skills and experienced in presenting to brokers, clients
- Experienced in dealing with senior management from broking organisations, customers
- Highly disciplined, with excellent planning and time-management skills and the ability to work effectively under tight deadlines and pressure
- Very good understanding of the roles of the other business functions
- Excellent team player, assisting by sharing knowledge and skills across the Company
- Facilitates a work place learning environment and culture that fosters continuous improvement

- Very good understanding of the Australian general insurance industry, Ansvar's core markets and how strategies work in the marketplace
- Experience in dealing directly with brokers and clients, whilst simultaneously fostering effective working relationships
- Proven ability to develop and implement practical strategies to secure new business and retention of renewals
- Proven ability to assist in the development and implementation of effective risk management strategies within the general insurance industry
- Well presented with a professional and confident manner
- Self motivated with the ability to work autonomously, use initiative and be proactive

## Technical competencies and experience

- A modern and progressive approach to business practices will be required
- Strong personal, written and verbal communication skills with the ability to establish rapport and negotiate with key internal and external stakeholders to achieve Company objectives
- Strong computer literacy skills, including sound knowledge of Microsoft Office Suite such as Word, Excel, PowerPoint and Outlook programs
- Experience in efficiently and effectively utilizing a Customer Relationship Management (CRM) system
- Proven track record of meeting KPIs/business goals and targets
- Up to date knowledge in most aspects of general insurance including a practical understanding of commercial insurance principles, policies, pricing, reinsurance, claims and risk management
- Experience in dealing directly with brokers and clients at all levels of organisations
- Strong commercial negotiation, influencing and stakeholder management skills □ Excellent report writing skills
- Able to make balanced judgements based on data analysis and interpretation
- High level of accuracy and attention to detail particularly when collating and inputting data
- Outstanding interpersonal and communication skills, both written and verbal, across all levels both internally and externally
- Proven underwriting capability within the insurance sector
- To have completed or be undertaking insurance qualifications to ANZIIF Senior Associate level and/or have relevant tertiary qualifications related to insurance
- At least 10 years experience working in business development and underwriting roles within the general insurance industry, with excellent commercial lines product knowledge
- Previous experience, relationships with our Key Customers e.g. AON, Marsh preferred

## Remuneration

Appropriate remuneration will apply.

## Appendix One