



**Name:**

**Reports to:**

**Chief Underwriting Officer**

**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 Technical Operations Specialist is responsible for embedding and promoting a culture of high risk management across the underwriting team.

**Key responsibilities**

The key responsibilities of the Technical Operations Specialist are to:

1. Review underwriting management policies and be the point of contact between the Schemes, Short tail, Casualty and Financial Lines portfolios
2. Develop and maintain an effective technical training program for Technical Solutions and Client Solutions teams
3. Assist with strategic projects as directed by the Chief Underwriting Officer
4. Manage and coordinate the Underwriting Technical Quality Assessment Program
5. Oversee the management and coordination of documentation for the SELECT system
6. Deliver professional and efficient customer services to internal colleagues
7. Contribute to developing a workplace learning environment

**Key responsibilities (in detail)**

1. **Review underwriting management policies and be the point of contact between schemes, short tail, Casualty and Financial Lines portfolios**
  - Regularly review the Company underwriting strategy, policy and framework
  - Regularly review the Company policy wordings and underwriting to ensure all risks are written in accordance with Ansvar and Group strategies and policies including.
    - Risk Management Strategy
    - Reinsurance Management Strategy
    - Group and Ansvar Risk Appetites
    - Group and Ansvar Insurance Risk policies
    - Ensure all policy wordings and underwriting strategy is in line with current legislative and regulatory requirements
  - Assist the Short Tail, Casualty and Financial Lines Portfolio Manager’s with the analysis and review of profitability and performance of their accounts
  - Regularly review, improve and update Ansvar’s Underwriting policies, management policies and procedures to ensure they remain relevant and deliver training to staff on key areas as required.
  - Act as a point of contact for technical queries on underwriting and wording issues particularly between Schemes, Short Tail, Casualty and Financial Lines Managers

## **2. Develop and maintain an effective technical training program for Technical Solutions and Client Solutions teams**

- Assist the Chief Underwriting Officer to deliver and embed a strong Risk Management culture throughout the Technical Solutions and Client Solutions teams
- Develop a Learning and Development strategy and framework for the Technical Solutions and Client Solutions teams, identifying and addressing any skill gaps as necessary
- Lead on the development and implementation of a clear framework for rolling out an Underwriting authority license program across the Company, in collaboration with the Short Tail, Casualty and Financial Lines Portfolio Managers as necessary
- Develop learning solutions to help transfer and share technical knowledge across the company and to encourage coaching and mentoring
- Formulate and deliver presentations and training on key topics relevant to our core sectors to clients, brokers and internal colleagues.
- In collaboration with the Chief Underwriting Officer, produce expert articles to be published on the Company website and intranet
- Ensure working knowledge of current best practice risk management standards, Insurance Contracts Act, Code of Practice and Privacy Act to represent the best interests of customers and the business.
- In collaboration with the Human Resources Team and the Client Solutions and Sector Educator, develop and facilitate training and maintain records to ensure all training requirements are up to date

## **3. Assist with strategic projects as directed by the Chief Underwriting Officer**

- Act as project lead and a technical team member on specific projects as directed
- Ensure effective planning of project requirements prior to implementation
- Successfully coordinate and implement project requirements
- Successful execution of specific project changes as per agreed deliverables
- Effective ongoing analysis of requirements, functionality and effective integration where necessary
- Accurately complete Board and Executive Leadership Team reports as required

## **4. Manage and coordinate the Underwriting Technical Quality Assessment Program**

- Develop and implement an effective Technical Quality Assessment Program, including controls and monitoring tools, for the Client Solutions and Technical Solutions teams
- Ensure that any potential breaches in underwriting delegations or other compliance matters are investigated and addressed adequately
- Ensure Portfolio Managers are up to date with monthly reviews and put measures in place to achieve required reviews as necessary
- Collate and report results each quarter to the Chief Underwriting Officer and Client Solutions (and Group Underwriting Director as necessary)
- Ensure all actions are taken and followed up
- Identify areas of improvement including training needs, and assist in the development of a tailored plan in conjunction with the Human Resources team and the Client Solutions and Sector Educator

## **5. Oversee the management and coordination of documentation for the SELECT system**

- Regularly review, improve and update documentation as required for the SELECT system with input from the Portfolio Managers and Product Underwriters. Coordinate the documentation review in line with the SELECT requirements
- Sense check the documentation and identify areas of improvement
- Ensure all actions are completed and followed up
- Contribute with ideas and opportunities for the SELECT systems future development and integration with internal and external platforms

## **6. Deliver professional and efficient customer service to internal colleagues**

- Be a referral point as required for technical underwriting operations related matters and issues, providing considered guidance and advice when appropriate and escalating to Portfolio Manager of Chief Underwriting Officer as and when appropriate
- Build and maintain effective 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 accessibility at all times for both Head Office and regional colleagues
- Resolve issues and complaints in a manner that is consistent and appropriate with Company policy

## 7. Contribute to developing a workplace learning environment

- 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 Chief Underwriting Officer 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 as and when required
- Assist the Chief Underwriting Officer on special projects including providing input on identifying key deliverables, resource requirements and timelines.
- Promote the importance of embracing Ansvar's values in delivering outstanding customer service our distribution partners and customers.
- Establish and maintain program to review underwriter authorities and framework for underwriters to progress through the levels.

*You will also be required to assist the Chief Underwriting Officer and Portfolio Managers 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
- 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
- Well presented with a professional and confident manner
- Self-motivated with the ability to work autonomously, use initiative and be proactive
- Ability to apply discretion and maintain strict confidentiality as and when required
- 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

## 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
- 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
- Strong commercial negotiation, influencing and stakeholder management skills
- Proven underwriting capability within the insurance sector
- 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

- Displays sound judgement and the ability to solve problems
- Excellent analytical and abstract reasoning skills, possessing strong numerical reasoning
- At least 10 years' experience working in underwriting, particularly in the commercial general insurance space
- To have completed or be undertaking insurance qualifications to ANZIIF level and/or have relevant tertiary qualifications related to insurance

## **Remuneration**

Appropriate remuneration will apply.