



**Name:**

**Reports to:**

**National Operations Manager - CS**

**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 Operations Analyst is responsible for supporting the National Operations Manager – Client Solutions in leading, establishing and maintaining a constant and disciplined approach that will enable the delivery of Ansvar Client Solutions strategies and Business Plan initiatives. The role operates across a diverse range of operational disciplines as well as interacts with a diverse group of stakeholders

**Key responsibilities**

The key responsibilities of the Operations Officer are to:

1. Enhance standard operations procedures, documentation and process mapping, review and enhance operational controls
2. Conduct performance analysis to enhance Client Solutions services delivery
3. Undertake analytical work to enhance information for decision making and resource allocation
4. Support internal and external Client Solutions communication initiatives
5. Contribute to developing a workplace learning environment

**Key responsibilities (in detail)**

**1. Enhancement of standard operations procedures, documentation and process mapping, review and enhancement of operational controls**

- Review and enhance the existing standard operations procedures and end-to-end processes documentation in respect of the Client Solutions services delivery and linkages/intersections with the Technical Solutions, Claims and Risk Solutions activities.
- Develop, review and enhance process maps, as applicable to the Client Solutions processes, including support with the process mapping and documentation for Ansvar’s new insurance platform, SELECT, in partnership with the Online Customer Services Manager and National Operations Manager.
- Be the primary point of contact for the Client Solutions operating procedures enhancements.
- Review and enhance operational controls and work in partnership with the Technical Solutions team to enhance Ansvar’s operational compliance framework, quality assurance processes as well as build a system of controls to mitigate the risk of compliance near misses/breaches by the front-line staff.

**2. Conduct performance analysis to enhance Client Solutions services delivery**

- Work with the General Manager, Client Solutions and the National Operations Manager to support the analysis of data associated with policy file loads per staff member, State-based resourcing and parity across States, budget allocation, scenario planning in terms of the changes to the top line, brokers and impact on resourcing mix
- Support the delivery of business cases and documentation to grow and enhance the performance of the Client Solutions team as it delivers on the set strategies aligned to Ansvar’s Corporate Plan

- Support the development of Client Solutions forward planning activities, priorities, prioritisation and key performance indicators to deliver on the agreed strategies aligned to the Corporate Plan.
- Work with the National Operations Manager to develop and enhance reporting metrics for internal and external stakeholders.
- Support the performance analysis of the top line results in a context of the General Insurance business
- Trouble-shoot processes and designs to help support, streamline and improve Client Solutions operations.

### **3. Undertake analytical work to enhance information for decision making and resource allocation**

- Support the National Operations Manager as well as Client Solutions leadership team across Ansvar's target markets and sectors to collect and analyse intelligence gathered, complete research through official databases as well as web content, analyse competitor positioning in the context of SWOT analysis or similar, support building Ansvar market intelligence repository on its competitors and other areas of focus
- Deliver draft reports based on the analysis completed, taking into account the different audiences and presentation formats

### **4. Support internal and external Client Solutions communication initiatives**

- Support the National Operations Manager in developing communications content for the internal and external distribution, including broker updates, presentations and broker submissions, underwriting and operational announcements, presentations to the ELT, Board and Group as appropriate
- Coordinate multiple internal mini-projects, priorities and deadlines, in line with the National Operations team program of works.

### **5. Contribute to developing a workplace learning environment**

- Analyse and address issues with processes that inhibit achieving productivity and performance targets
- Deploy continuous improvement tools, processes and knowledge to enable the organisation to improve productivity
- Keep up to date with Company products, systems and procedures, as well as all relevant legislation
- Contribute to the review and development of systems, policies, practices and procedures
- Provide support and guidance to internal colleagues on systems and processes as and when required
- Formulate and deliver presentations and training on key topics relevant to our core sectors to internal colleagues
- Meet regularly with the National Operations Manager to determine priorities and deadlines, as well as to discuss progress towards objectives and gaining assistance as and when required
- Assist the National Operations Manager on special projects including providing input on identifying key deliverables, resource requirements and timelines

*You will also be required to assist the National Operations Manager – Client Solutions 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
- 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 assist in the development and implementation of effective risk management strategies within the general insurance industry
- Ability to coach, develop and support colleagues to achieve Company objectives
- Decisiveness on critical business issues and sound decision making

## Technical competencies and experience

- Demonstrated experience in deploying continuous improvement methodologies across business processes that contribute to improved operational performance
- Demonstrated experience in process improvement projects and report writing including process mapping and developing operational policies and procedures
- Time management and resiliency skills, and ability to meet deadlines and work under pressure
- Ability to work with a broad range of stakeholders, using adaptable communication styles and prioritising critical information.
- 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 with management information systems, as well as operating platforms, preferably for both insurers & brokers
- 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
- Strong commercial negotiation, influencing and stakeholder management skills
- Demonstrated change management success and project management experience
- Experience in Finance/Audit, Risk and Control environments as well as quality and continuous improvement systems
- At least 3 or more years' experience in the Financial Services industry with experience in the general insurance industry (preferred)

## Remuneration

Appropriate remuneration will apply.