



**Name:**

**Reports to:**

**Read and Understood All Pages:**

**Senior Underwriting Support Officer**

**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.

**Role summary**

The Underwriting Support Officer is responsible for providing administrative and underwriting support, including accurate input of business related data for insurance policies across all lines of business.

The primary objective is to deliver professional and efficient service to achieve profitable premium growth and underwriting profitability in our core segments.

**Key responsibilities**

The key responsibilities of the Underwriting Support Officer are to:

1. Provide administrative and policy support for policies across all lines of business
2. Deliver professional and efficient customer service to brokers and distribution partners, as well as internal colleagues
3. Contribute to the alignment of risk and compliance management practices by sitting at the first line of defence
4. Contribute to developing a workplace learning environment

**Key responsibilities (in detail)**

**1. Administrative and policy support for policies across all levels of business**

- Timely and accurate processing of new business, renewals, cancellations, closings, declarations, certificates of currency, endorsements and lapses (mismatched & unallocated cash) and ensuring they are actioned within SLAs
- General administrative duties including document association, scanning, workflow allocation, archiving, reporting, monthly internal underwriting audits and team filing
- Identification of errors and issues prior to processing and rectifying them
- For errors and issues that occur, complete resolution process in conjunction with Client Solutions, Portfolio and Product Managers and Finance as necessary

**2. Deliver professional and efficient customer service to internal and external stakeholders**

- Act as the first point of contact for all underwriting processing related matters and issues, providing considered guidance and advice when appropriate and escalating when appropriate
- 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
- Build and maintain effective relationships with all clients, brokers and distribution customers placing business with Ansvar
- Provide advice to underwriters or business development team members
- 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

**3. Contribute to the alignment of risk and compliance management practices within the relevant portfolio by sitting at 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
- Align risk and compliance management with practices within the account
- Ensure awareness with Trade Practices, General Insurance Code of Practice, Insurance Contracts Act, Privacy and other legal obligations

**4. 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 Senior Underwriting Support Officer and the National Operations Manager 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 Senior Underwriting Support Officer and the National Operations Manager 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 to our distribution partners and customers
- 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

*You will also be required to assist the Senior Underwriting Support Officer 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, while 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
- 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
- Proven underwriting capability within the insurance sector
- An understanding of insurance risk management including reinsurance
- To have completed or be undertaking insurance qualifications to ANZIIF Affiliate level (minimum ASIC Tier 1) and/or have relevant tertiary qualifications related to Insurance
- At least 2 years' experience working in an Underwriting, Contact/Processing Centre capacity

## Remuneration

Appropriate remuneration will apply.