**POSITION DESCRIPTION**

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| **POSITION DETAILS** |  |
| **Position Title:** | **Insurance Officer**  |
| **Position Number:** | 00026684 |
| **Classification:** | HEO6 |
| **Faculty/Division:** | Division of University Operations  |
| **School/Branch:** | Risk Services Branch  |
| **Reports to (position title):** | Manager Insurance |
| **Delegations:** | Relevant HR and finance delegations as per the University Delegations |
| **Special Conditions:** | * Reasonable workplace adjustments will be made for people with a disability
* National Police Clearance is required
* Travel between precincts may be required
* Out of standard work hours may be required
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| **Significant Working Relationships:** | * Manager Insurance
* Leaders of Academic & Professional areas
* Financial Services team
* External Insurance Brokers
* External services & contracted providers (accounting, loss adjusters, loss control engineers, valuers)
* University of Adelaide Students and staff
* Key stakeholders of the Insurance Program
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| **POSITION SUMMARY** |
| The insurance function is part of the Risk Services Branch within the Division of University Operations. The Branch provides services and advice across a range of disciplines including, risk, continuity, compliance, insurance, contracts, governance, internal audit liaison and co-ordination. The Risk Services Branch also manages university-wide frameworks for Legal Compliance, Risk Management. Working under the general direction of the Manager Insurance, this role is responsible for supporting the insurance program and associated activities throughout the University and providing support for the Branch. Insurance services include, coordination and administration of the University’s diverse insurance portfolio and insurance provision account including, adverse event notification, and claims management.  |

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| **KEY RESPONSIBILITIES** |
| Insurance Advice and Support (customer service) | * Provide prompt, pragmatic and clear responses to insurance inquiries and offer recommendations on the best course of action
* Provide strategic and tactical advice and guidance on notifiable events, claims and dispute management within scope
* Proactively address identified insurance risks and opportunities
* Support the update of insurance policy and procedures of the University
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| Insurance Administration | * Provide administrative and technical support for the management of the insurance program and the annual insurance renewal (in line with the Insurance Strategy for *Adelaide University*).
* Support the team to assess, manage and contribute to the settlement of insurance claims within scope
* Develop and deliver education and training materials on insurance issues identified across the University
* Assist with the management of the Insurance Provision Account, drafting reports and conducting analysis for management review
* Maintain timely records and file activity notes on appropriate management systems, including Lawvu
* Maintain Branch resources including insurance policy information, user guides and claims instructions
* Contribute to articles for Branch communications and University-wide publications
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| Stakeholder Management and Relationships | * Establish proactive and collaborative networks across the University and with external stakeholders
* Support the team with engagement of specialist service providers in the assessment, investigation and settlement of claims
* Support the management of our relationships with brokers and collaborate with relevant personnel
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| Process Improvement  | * Continually improve the University’s Insurance processes and procedures to ensure efficient and effective operation of our services
* Develop procedures, fact sheets, user guides and update our websites to ensure awareness of insurance processes and procedures
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| Service Delivery  | * Support the Risk Team to deliver services during times of excessive workload and periods of leave
* Demonstrate commitment to university values
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| Other reasonable duties commensurate with classification level. |

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| **PEOPLE MANAGEMENT RESPONSIBILITIES** |
| N/A |

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| **CAPABILITIES AND BEHAVIOURS** |
| Use the Capability Dictionary at the link: <http://www.adelaide.edu.au/hr/docs/pdp-core-capability-dictionary.pdf> to identify the capabilities associated with the classification of this position. Staff are required to read and understand the capabilities and associated behaviours that align with the classification of this position. |

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| **UNIVERSITY EXPECTATIONS** |
| Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, while demonstrating professional workplace behaviours in accordance with the University’s Code of Conduct.  |

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| **SELECTION CRITERIA** |
| **Desirable:**1. Demonstrated knowledge and understanding of insurance processes
2. Business and/or industry experience with managing claims (notifications, reporting and settlements)
3. Demonstrated experience in the collection, manipulation, analysis and reporting of data
4. Demonstrated commitment to customer service culture
5. Knowledge of relevant legislation, regulations and reporting requirements
6. Good interpersonal communication skills, the ability to provide advice & manage relationships
7. Excellent computer skills with strong proficiency in the use of Microsoft Office suite applications
8. Demonstrated ability to promote the organisational values of integrity, respect, collegiality, excellence and discovery, and a commitment to positively comply with the associated behaviour expectations.
9. Knowledge and understanding of tertiary institution and higher education sector

**Desirable Qualification/s:**1. Tertiary qualifications business, finance or insurance, with subsequent relevant experience
2. An equivalent combination of relevant experience and/or education/training
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