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POSITION DESCRIPTION

Claims Officer

Faculty/Division

Classification Level

Hours & Span (Category)

Position number

Shiftwork status

Allowances

On call arrangements

Original document creation

Division of Operations

Professional 6

G - Administrative, Clerical, Computing, Professional & Research Staff

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NOT SHIFTWORKER

N/A

N/A

1 January 2024

Position Summary

The Claims Officer plays a key role in a specialised team responsible for identifying, assessing, quantifying and rectifying employee pay claims. The Claims Officer will work closely with the Claims Lead to support the investigation of pay claims, regularly communicate with claimants and support in the establishment of methodology to quantify claims. A high level of attention to detail and discretion is required in the role.

The role requires demonstrated experience in interpreting enterprise agreements and industrial legislation, coordinating sensitive communication with claimants and following an investigation process.

The role reports to the Claims Lead.

Accountabilities

- Monitor claims channels, conduct simple investigations and prioritise and support complex investigations.
- Support the assessment of claims against UNSW's obligations under its enterprise agreements, the Fair Work Act and other applicable regulatory instruments.
- Provide recommendations on next steps in relation to substantiated claims and unsubstantiated claims.

- Ensure claimants and other appropriate stakeholders are communicated with in a timely manner.
- Ensure that all associated documentation including any required approvals are in place for substantiated claims.
- Locating and communicating with terminated employee claimants and ensuring receipt of updated payment details.
- Ensure all claim documentation, including legal decisions, is stored in accordance with record keeping obligations under the relevant legislation and regulations.
- Working closely with the Claims Lead and Payroll Compliance Team to communicate established methodology and request claim calculation.
- Work with Payroll Compliance team to ensure documentation is uploaded to RAMS file
- Administrative duties in relation to reporting on claims received, remediated and trends or broader compliance issues identified.
- Escalate any queries or concerns to the Claims Lead.
- Establish effective working relationships with all internal stakeholders.
- Actively collaborate with customers and stakeholders to understand business problems and define business cases to improve HR services and transform existing capabilities.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the psychosocial or physical health and safety of yourself or others.

Skills and Experience

- Relevant degree with experience providing advice on employee relations matters including conducting investigations into pay claims or equivalent competence gained through any combination of education, training and experience.
- Demonstrated consultation skills and proven ability to engage effectively with diverse stakeholders to achieve successful outcomes.
- Sound analytical and problem-solving skills and proven capacity to exercise initiative, flexibility and to be proactive in the development of robust solutions to problems.
- Strong written and verbal communication skills, with a high level of attention to detail for deliverables produced.
- Ability to apply judgement, creativity, and flexibility to generate new and innovative ideas and approaches and to solve complex problems.
- High level of experience working with a range of computer systems and applications, including Microsoft Word and Excel.
- Excellent time management skills, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.

- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

Pre-employment checks required for this position

- Verification of qualifications

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.