Job description

 Role Information

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| **Role Title:** | Leader, Workers Compensation Customer Relations |
| **Business Unit/Function:** | Risk | **Department** | Customer Relations |
| **Pay Band:** | Fixed Salary 5 | **Location** | Sydney |
| **Leader Profile:** | Firstline Leader |
| **Role Reports to** (role title)**:** | Manager, Personal Injury |
| **Direct Reports** (role titles): | 10 |

Firstline Leader Accountabilities

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| **To be achieved by all Firstline Leaders** |
| * Articulates clear links between the team’s goals and strategy to provide meaning and purpose to tasks.
* Focuses the team on understanding the unique and rapid changing needs of customers and makes customer experience a team priority, to improve advocacy, increase market share and customer retention.
* Sets clear objectives and targets for the team linked to the strategy and tackles underperformance until it is resolved.
* Attract, coach, develop and manage diverse, flexible and distributed teams in an inclusive way, while showing genuine care in managing an environment of safety and wellbeing.
* Keeps things simple while driving innovation to achieve differentiation, continuous improvement and supporting teams to adapt quickly and readily to change.
* Considers and applies ‘smart’ risk management practices in all activities.
* Role model the Suncorp Values, Code of Conduct and Leader
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Role Specification

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| **Objective of the Role** |
| The Customer Relations team is committed to continuously improving the quality of our customers’ experiences, partnering with our colleagues to actively respond to customer complaints (incl. disputes) and using their feedback to turn negative customer experiences into positive ones and advocate for our customers to fix pain points. The role of Leader, Personal Injury Complaints Resolution (Workers Compensation) exists to:* lead and manage a team of Customer Relations Specialists (CRS) and Senior Customer Relations Specialists who provide exceptional customer service by effectively managing, investigating and resolving complaints in a fair and reasonable manner across the Workers Compensation (NSW) portfolio. The CRS also effectively manage Internal Dispute Reviews which includes Liability, Work Capacity and Merit reviews.
* develop and coach team members to ensure that all decisions are made with the aim of timely resolution of customer complaints.
* ensure that the team adhere to regulatory requirements and achieves performance and quality results in line with set goals and targets.
* Actively engage with stakeholders to share insights and actions necessary to improve the complaints resolution process.
* ensure that we elevate the customer in all complaint decisions to improve the customer experience.
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| **Key Accountabilities** |
| **Leadership & People*** Lead, mentor and coach team members and play an integral part in their progression and ultimate success.
* Work with the rest of the leadership team to deliver an effective complaints strategy
* Manage and resolve complaints escalated to management and requiring leadership involvement both verbally and in written responses.
* Ensure that reviews are completed in a timely manner.
* Determine team goals and manage expectation with direct reports, lead and coach the team.
* Develop skills and knowledge of direct reports by providing required training and guidance in relation to daily tasks and ongoing personal development.
* Initiate and manage development plans for direct reports and create personal performance relevant to set targets.
* Manage all people metrics including absenteeism, leave tolerance, turnover and identify performance and capacity.
* Motivate, empower and engage staff to build a high performing team.
* Monitor results and take action to promote responsibility for self-performance for all direct reports.
* Conduct regular performance reviews and feedback sessions with direct reports to enhance individual performance and built a high performing team.
* Recruit, reward and retain an effective, highly engaged and enabled team.
* Ensure a high degree of team interaction and support and leverage experience and expertise within the team
* Meet team quality audit requirements/benchmarks on consistent basis.

**Continuous Improvement*** Lead a culture of continuous improvement by proactively reviewing systems, processes and products to ensure effectiveness in design and implementation
* Ensure accurate recording and maintenance of complaints resolution outcomes and IDRs.
* Elevate the customer in all processes and procedures
* Overcome objections, build and maintain strong relationships with our customers
* Identify opportunities for system, process, product and service improvements and make recommendations to relevant departments.

**Relationships*** Continually seek to educate stakeholders in relation to the complaints and IDR processes and support leaders at all levels to implement strategies to assist in reducing controllable complaint volumes.
* Develop and maintain strong working relationships with key stakeholders across Insurance and Customer Platforms.
* Seek ways to exceed stakeholders’ expectations and display flexibility in meeting needs through consideration of a range of alternative solutions.
* Deliver recommendations to business units (where involved) on proposed complaint resolutions.

**Risk Management** * Operate within the approved Risk Appetite Statement, comply with all laws, regulations and policies.
* Manage team compliance to enhance effectiveness, mitigate risk and meet regulatory obligations
* Demonstrate confidentiality and professionalism in all interactions.
* Identify opportunities for system, process, product and service improvements and make recommendations to relevant departments.
* Work with the rest of the leadership team to deliver quality complaints resolution
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| **Key Stakeholder Relationships** |
| **Internal Relationships*** Personal Injury Claims Management leadership and teams
* Customer Experience teams
* Stakeholder Management.
* Customer Solutions leadership and teams
* Personal Injury Portfolio & Products leadership and teams
* Risk and Legal
* Group External Regulatory Affairs

 **External Relationships*** Insurance and Care NSW (ICare)
* State Insurance Regulatory Authority (SIRA)
* Workers Compensation Independent Review Office (WIRO)
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Person Specification

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| **Key job requirements**  |
| **Qualifications*** Undergraduate degree required, preferably Law, Business or related discipline.
* Dispute Resolution, Negotiation or Mediation Studies is highly regarded.

**Experience** * 5-10 years experience in Workers Compensation or dispute resolution.
* Demonstrated experience in leadership/management roles.
* Previous experience working in a dispute resolution management role is beneficial.
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| **Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)** |
| * **Leadership skills:** ability to build and maintain and high performing culture and team, identify and remove blockages, operationalise strategy, translate vision into tangible and measurable goals / actions, hold effective conversations, coach and develop people, and challenge whilst maintaining the relationship.
* **Dispute Resolution:** extensive knowledge and ability in applying dispute resolution skills to complaint situations.
* **Business Acumen:** know your business and the markets/industries in which Suncorp operates.
* **Research/Analysis/Problem Assessment:** very strong ability to seek out information and break down problems and situations into components, options or alternatives. Ability to develop solutions and courses of action/recommendations through identifying key issues.
* **Planning and Organising / Work Management:** establish a process to complete goals and allocate time/resources to achieve such goals. Strong ability to work to a deadline (including manage others to those deadlines) and to manage multiple and potentially conflicting timeframes and priorities.
* **Customer Service:** committed to increasing customer experience and delivering high quality solutions within required timeframes.
* **Communication:** ability to convey and explain information, succinctly and clearly, for both oral and written communication.
* **Building and Maintaining Relationships:** strong ability to develop and maintain internal and external relationships.
* **Influencing Others:** well developed use of appropriate interpersonal styles and techniques to gain acceptance of ideas or plans; modify one’s own behaviour to accommodate tasks, situations, and individuals involved.
* **Continuous Improvement:** ability to identify opportunities for improvement and implementation.
* **Decisiveness:** proven ability to make effective decisions in a timely manner and to escalate as appropriate.
* **Negotiation:** exploring opportunities to a view to mutual benefit and acceptance.
* **Self-development:** actively seek feedback on performance and take responsibility for own development.
* **Managing Change:** ability to recognise, understand and support need for change and anticipate the impact on both team and self.
* **Resiliency:** ability to bounce back after setbacks, flexible and adaptable in approach.

**Knowledge*** Complaints Resolution: extensive knowledge and ability in applying complaints resolution skills to complaint situations.
* Comprehensive understanding of relevant compliance standards, legislative requirements and industry codes and an advanced knowledge of Suncorp Group products, systems and processes.
* Strong understanding of the Suncorp Group Operating model and legal entity structure.
* Comprehensive understanding of dispute resolution process and practices.
* Solid knowledge of customer experience concepts.
* Solid understanding of governance and risk management concepts and practices.
* Sound knowledge/experience to identify and delineate problems and **advise alternative solutions**.
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