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| **TITLE** | Insurance Project Manager |
| **BUSINESS GROUP** | Insurance |
| **REPORTS TO**  | Insurance Risk, Strategy and Transformation Manager |
| **GRADE** | 5 | **DIRECT REPORTS** | nil |
| **ORGANISATION CONTEXT** |
| At ReturnToWorkSA, our purpose is to empower and support South Australians impacted by work injury. Our services and those delivered by our claims agents are designed to provide early intervention support to workers and employers following a work injury to ensure the worker can recover and return to work as quickly as possible. In addition, we manage the collection of premium payments from registered employers and our invested funds to ensure we maintain a viable financial position that enables the delivery of quality support and services to injured workers. |
| **OUR VALUES** |
| We are passionate about empowering and supporting South Australians impacted by work injury and are values driven in our actions. We are looking for team members who genuinely align with our values of: **We** care about people and sustainability, **We** are inclusive and innovative, **We** listen to understand and **We** own our actions. |
| **PRIMARY OBJECTIVE** |
| The primary purpose of RTWSA Strategy, Transformation and Risk Team within the insurance group is identify strategic risk, lead and deliver a significant portfolio of projects, improve business systems and implement operational processes and to fully deliver on Scheme objectives. The Project Manager works closely with all key scheme stakeholders and relevant internal and external parties to ensure appropriate risk, implementation and transformation plans are developed and maintained to meet Scheme objectives and to ensure both RTWSA and Claims Agents are delivering on key result areas as intended. The Insurance Project Manager works across a broad range of internal and external stakeholder groups to achieve scheme objectives through:* Supporting the identification of key insurance performance risks, root cause analysis and mitigations;
* Managing projects or significant pieces of work within projects;
* Leading and/or supporting business improvement within the insurance business;
* Building strong business relationships to ensure transformation success;
* Ensuring optimal engagement and utilisation of cross-organisation expertise.
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| **KEY ACCOUNTABILITIES** |
| **Key accountabilities**  | **Activities and outcomes sought** |
| **As a Team Member at ReturntoWorkSA** | As a team member of the Risk, Strategy and Transformation team: * Contribute to a team culture of care, professional excellence, and accountability with a willingness to focus on achieving excellent customer outcomes
* Collaborate across insurance to identify process improvement initiatives and efficiencies
* Constantly look to leverage team members strengths
* Actively share knowledge and insights to build understanding of customer pain points and service needs
* In all interactions, be a genuine ambassador of our values.
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| **Project Management** | Lead operational and strategic projects as assigned by Insurance Risk, Strategy and Transformation Manager:* Lead all project activities from initial planning and design through to implementation
* Apply appropriate project methodology, ensuring project scopes are defined and executed
* Plan and deliver project outcomes and monitor, evaluate and report on progress
* Develop appropriate risk management and contingency planning strategies and plans to manage project risks through collaboration and executing risk mitigation strategies.
* Manage the project and interdependencies across the organisation and within Insurance and claims agents where relevant
* Coordinate project delivery, including managing direct and indirect resources
* Establish project controls and measures
* Align the deliverables (outputs) to the project’s “outcome”
* Identify key project stakeholders and design relevant stakeholder management strategies to applied during the project.
* Responsible for planning and tracking project milestones, outputs and outcomes, to ensure project benefits are realised, post project completion/implementation.
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| **Change Management**  | Lead end to end change management activities and approaches within designated projects: * Leverage internal expertise for change management support when required
* Support and assist the Insurance group in the implementation of improvement initiatives through a structured change management approach
* Embed change management methodology and reporting within designated projects
* Maintain records of project change activities and progress, identify and report on potential gaps, risks and desired actions.
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| **Relationship and Stakeholder Management** | Build and maintain effective and productive working relationships and partnerships across the insurance team, RTWSA business units, Agents, and external stakeholders to:* Build trust and establish a strong and sustainable rapport with the broader Insurance group, Claims Agents and key project sponsors and stakeholders
* Promote collaboration to form key partnerships to deliver on business objectives
* Ensure the clear and timely flow of information and messaging, creating transparent communication channels
* Improve operational flow and capability
* Liaise with key RTWSA staff/functions to design and develop process improvement activities that support the Insurance group to meet business objectives and build a continuous improvement culture.
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| **Process Improvement** | Lead project improvement initiatives to deliver significant improvements in identified functions:* Identify and analyse business process improvement opportunities across the Insurance group through data analysis or business referrals
* Determine appropriate project methodology, and governance when leading process improvement activities across the Insurance group.
* Understand the Voice of Customer and apply UX design to drive customer outcomes.
* Leverage existing tools and approaches, ensure alignment and utilisation of project and change management practices, in line with the corporate strategic project framework
* Work closely with internal business units, project teams, Agents or other stakeholders to deliver process or customer improvement outcomes across the Insurance group
* Support the Insurance Risk, Strategy and Transformation Manager and ILT to implement, operationalise and optimise the Insurance Risk Framework and develop mitigation plans.
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| **KNOWLEDGE AND EXPERIENCE** | **Demonstrated by** |
| **Qualifications and technical experience** | * Relevant qualifications in Business, Change Management, Project Management or similar
* Project management experience with demonstrated experience in applying appropriate project governance, program management principles, planning and resource management
* Prior experience in critically analysing business processes
* Proven track record of managing multiple projects within budget, timeframes and meeting customer expectations.
* Ability to apply risk management principles when managing strategic projects
* Demonstrated experience in supporting organisational change
* Ability to work collaboratively with others to design, lead and/or support relevant programs of work
* Excellent interpersonal and stakeholder engagement skills with an ability to build and maintain strong relationships with a wide range of stakeholders, internal and external
* Proven experience in working within a complex and technical environment, with a focus on demonstrating professional excellence, innovation and a strong customer focus
* Experience in overseeing successful change programs in complex organisations from project initiation to implementation and optimisation
* Ability to interpret and interpret and apply complex legislation
* Evidence of the effective utilisation of a variety of change management methodologies, principles, techniques, and tools
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| **COMPETENCIES** | **Demonstrated by** |
| **Displays Personal Leadership** | The ability to act with integrity and courage, build trust and engage others on the delivery of team objectives |
| **Think and Act Strategically** | I will consider opportunities and challenges from multiple perspectives to make effective decisions that generate viable options and enable realisation of the organisation’s Mission and Vision. |
| **Apply Professional Judgement** | I will draw on principles, experience, data, and other’s views, to make well-informed decisions in the best interests of the organisation and its customers and stakeholders. |
| **Communicate Influentially** | While considering others’ perspectives, positively influence others’ understanding, thinking, attitude and action through engaging and persuasive communication to achieve desired outcomes. |
| **Understand the Business** | I will possess and use expertise and knowledge of the organisation, environment, insurance and regulation markets and customers to identify opportunities, risks and returns |

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| **DECISION MAKING REQUIRED FOR THIS ROLE** |
| ***Independently**** Day to day responsibility for managing designated projects
* Develop a good understanding of the performance of the insurance business, including understanding external and operational drivers of performance,
* Engage across the business and provide recommendations on continuous improvement
* Influence and negotiate with key stakeholders to ensure project deliverables and minimise business risk

***With input**** Collaborates with and takes input from relevant business Subject Matter Experts related to designated projects
* Collaborate with project sponsors and business leads to ensure project deliverables.
* Works in collaboration with CPMO and business change leads to ensure standardised project tools

***Recommends**** Reports on any major project risks, including providing recommendations to project sponsors and business leads to mitigate or manage risk

***Guidance**** Contributes to relevant business strategies and plans, as required.
* Takes guidance to ensure project prioritisation is aligned with strategic plan.
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| **KEY COMMUNICATIONS** |
| ***Internal:***Greater Insurance Team, Executive Leadership Team, Insurance Leadership Team, Project Sponsors/Leads, Business SME’s, Corporate Program Management Office, Strategy and Planning Team, Change Managers. |
| ***External:***Claims Agents. |

| **SPECIAL REQUIREMENTS / CONDITIONS** |
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| * Psychometric Assessment
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