

### Role Information

<b>Role Title:</b>	<b>Claims Officer Professional Risks Claims</b>		
<b>Business Unit/Function:</b>	Insurance Australia		
<b>Pay Band:</b>	Fixed Salary 4	<b>Location</b>	Sydney / Brisbane
<b>Leader Profile:</b>	Team Member		
<b>Role Reports to (role title):</b>	National Manager		
<b>Direct Reports (role titles):</b>	Nil		

### Team Member Accountabilities

To be achieved by all Team Members
<ul style="list-style-type: none"> <li>• Understands how to contribute to team, business and group priorities and drives priorities with a sense of purpose.</li> <li>• Collaborates across and within teams and build strong relationships with customers to match the right solution to each customer's needs – placing the customer at the heart of decisions.</li> <li>• Knows and clarifies what's expected, taking accountability to resolve problems and set high personal standards to deliver timely results in a changing environment.</li> <li>• Builds strong relationships, works effectively in diverse and flexible teams, takes ownership for learning and development and takes action to enhance own and others' safety and wellbeing.</li> <li>• Keeps things simple while driving innovation, removing blockages and anticipates and adapts to changing market and business challenges.</li> <li>• Manages the quality of own data input and proactively helps identify risks and issues.</li> <li>• Role models Suncorp Compass Behaviours and Code of Conduct.</li> </ul>

### Role Specification

Objective of the Role
<p>Manage a portfolio of professional and financial risks claims in accordance with policies and procedures ensuring the most cost-effective and timely outcomes are achieved.</p>
Key Accountabilities
<p><b>Claims Management</b></p> <ul style="list-style-type: none"> <li>• Manage a portfolio of professional and financial risk claims from validation to finalisation in a timely and cost efficient manner in accordance with the Service Standard requirements;</li> <li>• Determine appropriate contract coverage, including indemnity, legal liability and quantum issues;</li> <li>• Appoint, instruct and liaise with service providers including solicitors, brokers, investigators, loss adjusters etc.;</li> <li>• Maintain realistic and adequate reserves/estimates on all claims to reflect ongoing claims cost, and closely monitor significant estimate fluctuations;</li> <li>• Preparing all correspondence on claims files as required;</li> <li>• Data entry and approval of claims payments as required;</li> </ul>

- Certification of claims payment batches as required;
- Implement appropriate claims handling processes in accordance with the policies and procedures and Service Standards;
- Prepare recommendations to Team Leader in relation to claims processes above approved delegation level;
- Monitor and action weekly & monthly reports in accordance with set role targets;
- Utilise and collaborate with technical areas (e.g. assessors, specialist support, legal strategy, insurance investigations) to discuss and action claim direction;
- Perform all other tasks assigned by your Team Leader that you are competent to perform;
- Work within the designated Delegation of Authority.

**Teamwork**

- Develop and promote internal and external stakeholder relationships;
- Support and further develop a collaborative work environment to achieve team and department goals;
- Adherence to Team and Support values and behaviours, including Commercial Claims Non-Negotiable behaviours;
- Support and encourage the team to engender a high performance culture and commitment to goal achievement;
- Commit to the hybrid working environment, using opportunities in person and remote to collaborate and connect with the team and stakeholders

**Continuous Improvement**

- Participate in training and development activities;
- Participate in team and division projects, strategies and drives to achieve team and division goals;

**Collaboration**

- Work collaboratively to manage workloads backing up all areas of the technical function.
- Assist to identify and challenge areas of improvement and work with partners to identify solutions and outcomes.
- Assist with our offshore processes to ensure processes are streamlined and deliver on our market leading claims strategy.
- Actively participate in the quality community of practice

**Other**

- Project work as required.
- Workflow allocation as required by leaders.
- Help Leaders drive a positive risk culture within the risk governance framework.

**Key Stakeholder Relationships****Internal Relationships**

- Senior Claims Officers
- Technical Specialists
- Underwriting and Portfolio
- Internal Legal
- Reinsurance

#### External Relationships

- Customers
- Brokers
- Service Providers

#### Person Specification

#### Key job requirements

##### Qualifications (indicate whether mandatory or desired)

- Tertiary qualifications in law, business or insurance would be highly regarded Desired
- Industry qualifications (Diploma in Financial Service (General Insurance) or Diploma in Financial Services

##### Experience (minimum type and level of experience required to perform the role)

- Experience managing a portfolio of professional indemnity and liability claims (mandatory)
- Insurance Claims experience
- Clear understanding of Suncorp Group processes and systems

#### Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)

- Analytical skills – ability to develop solutions and courses of action by using an information base to identify key issues, compare with other data and determine cause-effect relationships
- Attention to detail – accurately checking and processing tasks and showing concern for all aspects of the role
- Change management – ability to recognise, understand and support need for change and anticipated impact on both the team and self
- Communication Skills – ability to convey and explain information, coherently and confidently both oral and written
- Computer Skills – Proficient keyboard skills and knowledge in Microsoft Office Applications
- Customer Service – Committed to increasing customer experience and delivering high quality solutions within required timeframes
- Decisiveness – ability to make effective decisions in a timely manner
- Negotiation skills – exploring opportunities with a view to mutual benefit and acceptance
- Planning and organisation skills – establish a process to complete goals (either personal or for others) and allocate appropriate resources to achieve such goals
- Problem solving – ability to seek out information and break down problems and situations into simple lists of components, options or alternatives
- Rapport Building – use interpersonal style to establish and develop relationships
- Self-Development – actively seek feedback on own performance and take responsibility for own development
- Teamwork - ability to work both independently and as part of a team

**Additional requirements**

- Knowledge and usage of Mainframe applications / IT & Reporting systems used by Commercial Claims;
- Sound knowledge of applicable legislation, regulations and guidelines applicable to the department;
- Sound knowledge of professional indemnity claims

<b>Prepared by:</b> <i>(Name &amp; position)</i>	Jenny Tan, National Manager, Financial Lines Claims	<b>Date:</b>	20/02/2024
<b>Approved by:</b> <i>(Name &amp; position)</i>	Jenny Tan, National Manager, Financial Lines Claims	<b>Date:</b>	20/02/2024