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| Role Information  |  |
| **Role Title:** | Performance & Delivery WalkMe Specialist |
| **Function:** | Insurance  | **Area** | Personal Injury Insurance |
| **Pay Band:** | Fixed Salary | **Employee Level**  | Team Member  |
| **Role Reports to (role title):** | National Performance & Delivery Manager |
| **Ways of Working:**  | Suncorp supports flexibility in how, when and where work is conducted. All employees are encouraged to consider how flexibility could apply to their role (where business needs permit). Personal Injury Insurance asks that team members be in the office at least two days a week. |

Role Specification

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| **Objective of the Role** |
| Suncorp Insurance (Australia) aspires to be Australia’s leading Personal Injury Insurer. Our commitment to our people has inspired a culture where we empower them to make decisions and encourage them to succeed, by creating a supportive environment that recognises achievements. As part of this team, you will display the Suncorp Values, the Group Leader Profile behavioural expectations and embrace the Personal Injury Leading Behaviours Pledge to promoting a high performing culture which advocates the benefits of change and continuous improvement.* Establishment and management of the WalkMe in Workers’ Insurance ensuring its effective integration and utilisation whilst supporting the digital adoption through simplifying and enhancing the user experience.
* Responsible for designing, developing, and implementing WalkMe solutions to enhance user engagement and adoption of digital tools and platforms. This role requires a deep understanding of WalkMe functionalities, exceptional technical skills, and the ability to work collaboratively with cross-functional teams to deliver impactful digital adoption initiatives.
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| ***Being @ Suncorp Behaviours – All Team Members*** |
| * Understands role requirements, achieves quality and timely outcomes, and strives to do better.
* Delivers on commitments being genuine and direct and ensuring fair outcomes for all.
* Works through challenges and raises risks to achieve results.
* Listens to customers, speaking up on their behalf and takes action to deliver the right outcome.
* Finds different ways to perform work and identify new solutions.
* Adapts to change, willing to pivot around business needs and learns from experiences.
* Assists others, shares knowledge and strengths, taking ownership of team goals.
* Invites different views and experiences to create diverse perspectives.
* Engages with the team, celebrating the success of others and ensuring the safety and wellbeing of all.
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| ***Key Accountabilities*** |
| ***General**** Understands how to contribute to team, business and group priorities and drives priorities with a sense of purpose.
* 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.
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| .  * Knows and clarifies what’s expected, taking full accountability to resolve problems and set high personal standards to deliver timely results in a changing environment.
* Strong and consistent customer service and engagement.
* Considers and applies ‘smart’ risk management principles in all activities
* 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.
* Keeps things simple while driving innovation, removing blockages and anticipates and adapts to changing market and business challenges.
* Manages the quality of own data input and proactively helps identify risks and issues.
* Role model the Suncorp Compass and Code of Conduct

**WalkMe Solution Design & Development:*** Design and develop WalkMe solutions, including walkthroughs, smart tips, launchers, and other in-app guidance elements
* Customise and configure WalkMe functionalities to meet specific business needs and user requirements
* Lead the implementation of WalkMe solutions across Personal Injury Insurance
* Ensure seamless integration with existing systems and technologies to provide a cohesive user experience

  **Training & Support:*** Provide training and support to internal teams and end-users on the effective use of WalkMe tools
* Create documentation and resources to facilitate user adoption and self-service support

**Performance Monitoring & Reporting:*** Monitor the performance of WalkMe implementations using analytics and reporting tools
* Generate and present reports on key metrics, including user engagement, adoption rates, and overall impact

**Collaboration & Project Management:*** Work closely with cross-functional teams, including IT, learning and development, product management, and UX/UI design
* Manage multiple projects simultaneously, ensuring timely delivery and adherence to quality standards

***Continuous Improvement**** Analyse data and reports to identify trends to drive an improvement in performance and productivity
* Identify opportunities to improve systems, processes and claims management strategies
* On-going professional development and industry activity
* Create an environment where process/procedural improvement is fostered and where change is accepted as part of team philosophy.
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***Team Work*** * Share knowledge and expertise to foster development and retention of claims staff.
* Help create a functional model and culture where team members can feel safe and secure to raise queries about the management of claims.
* Support and encourage the claims teams to engender a high-performance culture and commitment to goal achievement.
* Lead by example by actively participating in team meetings and activities.
* Develop and promote internal and external stakeholder relationships.
* Support Managers, Leaders and Specialists (IMAs / Return to Work Specialists / Technical staff) by providing high quality assistance.
* Support and further develop a collaborative work environment to achieve claims team and department goals.
* Support and encourage a high-performance culture and commitment to goal achievement.
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| **Key Stakeholder Relationships** |
| * Workers’ Insurance Leadership Team
* Workers’ Insurance Claims teams
* Personal Injury Insurance Leadership teams
* Personal Injury Insurance Assurance and Portfolio Management teams
* Insurance Operations
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| Person Specification |
| **Key job requirements** |
| ***Experience (minimum type and level of experience required to perform the role)**** Minimum of 2 years of experience in digital adoption, learning and development, or a related area, with a focus on platforms like WalkMe.
* Strong understanding of digital adoption principles and best practices.
* Excellent coaching, training, and presentation skills.
* Demonstrated ability to manage multiple projects and priorities in a fast-paced environment.
* Exceptional communication and interpersonal skills, with the ability to engage and influence stakeholders at all levels.
* Proficiency in project management tools and techniques.
* Certification in WalkMe or other digital adoption platforms is highly desirable.
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| **Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)** |
| * Knowledge of relevant General Insurance practices and policies
* Communication Skills – ability to convey and explain information, coherently and confidently both verbally and in writing.
* Customer experience-focused – committed to delivering a quality, differentiated experience to all customers.
* Decision Making – ability to make commercial decisions in line with delegated authority
* Strong negotiation skills – exploring opportunities with a view to mutual benefit and acceptance
* Adaptable and responsive to a continuously changing environment
* Strategic thinker with a strong operational focus.
* Proactive and self-motivated with a commitment to continuous improvement.
* Collaborative and able to work effectively in cross-functional teams.
* Strong problem-solving and analytical skills.
* High level of integrity and professionalism.
* Negotiation skills to facilitate planning and determine priorities.
* Ability to use customer and commercial information and acumen to enhance business performance.
* Naturally inquisitive with a desire to challenge the status quo.
* Ability to develop and implement realistic plans for complex system, process and people change.
* Effective interpersonal and communication skills (written & verbal).
* Planning and organisational skills – establish a process to complete goals (either personal or for others) and allocate appropriate resources to achieve such goals
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| **Prepared by:*****(Name & position)*** | Shontel DashwoodNational Performance & Delivery Manager | **Date:** | 26/08/2024 |
| **Approved by:*****(Name & position)*** |  | **Date:** | Enter date |