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| Role Information  |  |
| **Role Title:** | Performance Manager  |
| **Function:** | Technology & Transformation | **Area** | Insurance & Enterprise Technology |
| **Pay Band:** | Fixed Salary 6 | **Employee Level**  | Team Member  |
| **Role Reports to (role title):** | EGM Insurance & Enterprise Technology  |
| **Direct Reports (role titles):** | N/A |

Role Specification

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| **Objective of the Role** |
| The Performance Manager will play a critical role in overseeing and enhancing the performance of Insurance & Enterprise Technology function, supporting the EGM with performance reporting, insights, governance and improvementsand thus enable the function to operate effectively, delivering value for business stakeholders, customers, and shareholders. |
| ***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*** |
| * Monitor and assess the performance of Insurance & Enterprise Technology against established KPIs, FTE, and budget targets.
* Identify performance gaps and risks and develop actionable plans to address them.
* Provide regular performance reports and insights to senior leadership, highlighting key trends, risks, and areas for improvement.
* Facilitate discussions and workshops to address performance challenges and develop and execute strategies for improvement.
* Review, discuss, action and escalate, when required, performance data related to contractual, financial, customer, people, risk and operations across the Domain
* Act as a key liaison to the T&O Performance and Executive Office on T&O wide performance improvement initiatives, supporting cohesive and integrated performance management practices.
* Collaborate with the Insurance Tech Ops lead to orchestrate Insurance Tech’s participation and adoption in enterprise and T&O operational processes such as annual planning; ensure alignment to standard operating procedures, standards and frameworks
* Collaborate with Executive Managers and procurement & partnering teams to ensure key suppliers are delivering value for Suncorp.
* Oversee and influence integrity of business cases associated with Insurance Tech led priorities
* Manage the impacts of obligations to SML/ANZ to operations of Insurance Tech Domain
* Ensure executive papers and presentations are prepared, reviewed and submitted with a high level of quality.
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| **Key Stakeholder Relationships** |
| * Technology and Operations Insurance & Enterprise Technology Leadership team
* T&O Performance and Execute Office – HO, EM, Domain Ops team, Enablement
* Technology and Operations EGMs and GE, T&O
* Insurance Finance and business stakeholders
* Finance, risk, and vendor management
* Technology Vendors
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| Person Specification |
| **Key job requirements** |
| **Qualifications (indicate whether mandatory or desired)** * Tertiary qualifications in Finance, IT, Business or Commerce (or similar) – desired
* Post graduate qualifications – desired.

**Experience (minimum type and level of experience required to perform the role)**  * Experience in interpreting and synthesising information and numbers
* Technology experience
* Proven track record in managing relationships with multiple stakeholders or customers and building and maintaining networks.
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| **Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)** |
| * Strategic thinking and analytical skills to advise senior management on strategic issues and to influence even in areas of no authority.
* Highly competent structured problem-solving and data-driven approach to addressing ambiguous questions and organisational challenges
* Focus on outcomes-based delivery.
* Strong project management, coordination, and tracking capability withstrong negotiation skills to facilitate planning and determine priorities across stakeholders
* Dependable self-starter with a bias-to-action and excellent project & stakeholder management
* Strong verbal & written communications skills including ability to communicate results / findings in into a compelling narratives and executive-ready actionable steps
* Strong attention to detail and accuracy with the ability to synthesize complex data & insights into clear actions and takeaways
* Expert financial/commercial acumen and proficiency in financial modelling and technology revenue/cost drivers
* Expert knowledge of Excel, SQL and/or knowledge of BI tools and technologies
* Strong demonstration of Suncorp’s Values and behaviours.
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| **Prepared by:*****(Name & position)*** |  | **Date:** |  |
| **Approved by:*****(Name & position)*** |  | **Date:** |  |