

Role Information

Role Title:	Product Specialist, Claims Experience		
Function:	Consumer Insurance	Area	Home Prevention and Protection Portfolio
Pay Band:	Fixed Salary 4	Employee Level	Team Member
Role Reports to (role title):	Manager, Assessing & Supply Chain		

Role Specification

<p>Objective of the Role</p> <p>The Product Specialist, Assessing & Supply Chain is responsible for supporting the successful delivery of the Assessing and Supply Chain Program of work. This plays a critical role supporting the Product Owner (and Manager) in the end-to-end delivery of initiatives including executing relevant oversight, governance and stakeholder management activities as required.</p>
<p><i>Being @ Suncorp Behaviours – All Team Members</i></p> <ul style="list-style-type: none"> – 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
<p>Key Accountabilities</p> <ul style="list-style-type: none"> – Be an active contributing member of a cross-functional squad/project team within Home Transformation & Enablement (Home Tribe), enabling outcomes aligned to the Home Insurance strategic objectives. – Support the end-to-end delivery of initiatives and continuous improvement activities including executing critical delivery tasks e.g. testing (UAT/PVT), change management etc – Support the identification, scoping, validation and prioritisation of continuous improvement opportunities that improve customer, people, cost, and efficiency outcomes. – Support the Product Owner(s)/Manager by executing critical system maintenance and operational governance activities for all relevant technical assets and key processes. – Support the Product Owner(s)/Manager to gather, analyse and refine requirements and acceptance criteria in collaboration with stakeholders, squad and border project team. – Support oversight of a portfolio of initiatives and provide regular status updates to stakeholders as required, including producing and showcase features to support deliverables – Integrate appropriate change management strategies in consultation with stakeholders to minimise barriers to effective delivery. – Collaborate and build strong relationships with customers to match the right solution to each customer’s needs – placing the customer at the heart of decisions. – Proactively consider, identify and manage risks, issues and blockers. Actively demonstrate and promote strong risk maturity and awareness.

Key Stakeholder Relationships

Internal

- Home Transformation & Enablment (Home Tribe)
- Motor Transformation & Enablment (Motor Tribe)
- Home Claims Leadership Team and broader Home Insurance teams
- Insurance Technology and relevant technology teams
- Enterprise Delivery, Strategy & Transform
- Risk, Procurement, Finance, BPAR & DET
- Regulatory, Process and Governance teams
- Other functions as required

External

- Relevant technology partners
- Relevant Financial Services Industries and Associations

Person Specification

Key job requirements

Qualifications

- Relevant tertiary qualification (Desired)

Experience

- Minimum 2 years in insurance claims and/or financial services experience, including minimum 1 year exposure to Claims (claims experience not mandatory but advantageous)
- Minimum 1 year project delivery experience
- Experience working with senior stakeholders

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

- Analytical and critical thinking – ability to analyse information, identify key issues and develop in-depth actionable insights to drive performance improvement.
- Communication – strong communicator with the ability to tailor communication to the audience to articulate complexity.
- Time management – autonomous prioritisation of work and ability to manage business activities to achieve individual and team goals within specified timeframes.
- Stakeholder engagement and Collaboration – ability to build constructive partnerships and working relationships with key internal and external stakeholders.
- Negotiation and influencing – ability to negotiate and influence stakeholders including senior leadership to achieve business objectives.
- Adaptability – adaptable and responsive to a fast-paced operating environment within a continuously changing landscape.
- Business acumen – ability to use customer and commercial acumen to enhance business performance.
- Technical knowledge – exposure to ClaimCenter and intermediate knowledge of core claims technical assets. Comfortable with supporting the development of technology solutions to support business processes.

Prepared by:		Date:	
Approved by:	Aaron Molivas EM Transformation & Enablement	Date:	23/02/2024