

Position description

Senior Claims Administrator

Summary information

Section	Safety	Directorate	Corporate Services
Position grade	Grade 15	Position type	Permanent, full-time
Skill descriptor	Band 3 Level 3	Direct reports	No
Reports to	Chief Safety Officer	Release limit	\$25,000
Approval limit	\$0	BCC number(s)	BCC612
Created/reviewed	June 2020		

Our Values

TEAMWORK



CUSTOMER FOCUSED



INNOVATION



COMMITMENT TO SAFETY



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and positive feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their teams success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

1 Position purpose

- This role is primarily responsible for the implementation and activation of Council's commercial insurance arrangements to ensure the protection of assets and that claims are managed in a timely and accurate manner to minimize liability and costs
- Act in accordance with the NSW *Work Health Safety Act 2011*, *Work Health Safety Regulation 2017* and the Work Health and Safety (WHS) System.

2 Qualifications and experience

Essential

- Certificate IV in General Insurance
- 5 Years minimum experience in insurance

- Membership in the Australian and New Zealand Institute of Insurance and Finance
- Computer literacy.

Desirable

- Diploma of General Insurance
- Diploma of Risk Management.

3 Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

4 Key accountabilities

Position specific

- Process claims from receipt ensuring the following:
 - that an effective investigation is carried out
 - that records are created and maintained
 - communicating with claimants or their representatives
 - working with loss adjusters if required
 - working with contractors and council service managers as necessary
 - taking the lead in resolving problems and ensuring efficient execution in the Council's best interests
 - Ensure that all third-party in-house claims are managed
 - Ensure all high value, complex, high risk, politically sensitive or reputational damage claims are communicated to the Chief Safety Officer.
- Maintain records of claims history and provide regular reports to the Chief Safety Officer.
- Provide advice to the public, managers and senior management on insurance matters.
- Maintain a working knowledge of all relevant insurance policies, both externally and internally through the Insurance Pool and bring to the attention of the Chief Safety Officer any problems encountered in providing adequate cover.
- Maintain accurate and current records of all relevant insurable assets, including buildings, plant, equipment, vehicles and special risks and where necessary obtain specialist advice on values and unusual exposure to loss.
- Ensure information for renewals and declarations of externally insured policies are collected and reported within timescales.
- Liaise with both internal departments and external professionals and keep relevant records of cover complete and up to date for new terms, updated values etc. In particular, ensure that any changes in external interests are dealt with promptly and reported to the Chief Safety Officer.
- Carry out ad hoc related tasks, such as checking cover for special events and purposes at the direction of the Chief Safety Officer.
- Process relevant premium accounts for payment.

- Actively promote good working relationships with staff in other departments to ensure the smooth and efficient administration of relevant insurance claims.
- Be responsible for the creation and maintenance of an Insurance Manual.
- Produce analytical reports for managers on risk and exposures.
- Offer sympathetic assistance to customers with regard to their insurance interests.
- Maintain familiarity with legislation and developments in insurance practice.
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
 - familiarise yourself with our Volunteers policy and standards
 - implement the policy and follow this Managing volunteers standard in a consistent and fair manner
 - undertake training needed to effectively coordinate volunteers
 - allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your manager immediately.
- WHS001 - Matrix is attached.

Corporate

- To commit to and embrace the objectives of our community strategic plan, Our Blacktown 2041, by contributing to the delivery of our corporate objectives and strategic vision.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in line with the *NSW Protection of the Environment Operations Act 1997*, the *NSW Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

5 Duties

- Ensure the correct and adequate insurances are in place and are current.
- Administer the insurance coverage for insurable assets and identify improvement opportunities in conjunction with CivicRisk Mutual.
- Provide advice to Council's management team on insurance and risk reduction strategies.
- Monitor and interpret relevant Legislation, Regulations, Standards, Codes and guidelines and inform Management of changes as appropriate.
- Manage claims in a commercially effective manner.
- Process all claims, create case files, determine liability, conduct estimate reviews, and complete notification to insurers or interested parties.
- Manage and process payments and recoveries.
- Prepare reports and correspondence in relation to insurance matters.
- Maintain claim registers and facilitate the review of accidents/incidents and prepare appropriate reports.
- Establish the necessary liaison with business partners, brokers, solicitors, consultants, doctor and investigators.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

6 Performance criteria

As per Council's performance management system.

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Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

Acknowledgement and agreement

Employee	Name		
	Signature		Date
Supervisor	Name		
	Signature		Date