

## Position Description

<b>Position Title:</b>	Insurance Officer
<b>Directorate:</b>	Governance
<b>Service Unit:</b>	Legal
<b>Salary Point:</b>	10
<b>Position Reports To:</b>	Risk Management Coordinator
<b>Staff Management:</b>	No
<b>Budget Responsibility:</b>	No
<b>Date PD Reviewed:</b>	July 2019

### Organisation Context of Position

City of Newcastle (CN) employs over 900 staff and is responsible for a local government area of 187km<sup>2</sup>. Newcastle has a population of 161,000 and is the business and cultural centre of the Hunter region, home to over 620,000 people. In the heart of the Hunter Region, CN has a variety of locations across the City and encompasses five groups who lead the vision to be a Smart Sustainable City through a Smart Organisation that puts people first. These include:

- Governance
- Strategy and Engagement
- City Wide Services
- Infrastructure and Property
- People & Culture

The purpose of the Governance Directorate is to provide legal compliance and advice to inform evidence-based decision making throughout and across CN including:

- Legal compliance, good governance and ethical decision making
- The Directorate is primarily internal facing to effect regulatory and compliance advice across and on behalf of CN through internal services to all service units.
- The Directorate will also have direct community contact through the Regulatory, Planning & Assessment functions and customer/Councillor requests for information and advice.
- The direct customer is CN through good governance across the organisation however, service provision must also be maintained to relevant external agencies.
- Ensure cross functional working relationships, connections and collaboration to achieve 'whole of organisation' objectives.

The Service Units and Elements that form the Governance Directorate are:

- Finance
- Legal
- Regulatory, Planning & Assessment
- Transport, Traffic and Compliance

Workplace Health & Safety	
WHS RAA Level	6
For specific WHS Responsibilities, Authorities & Accountabilities applicable to this position, the position holder will refer to the WHS Responsibilities, Authorities & Accountabilities matrix in the WH&S Management System. The person accepting the position will be required to sign off that they have received and understood their WHS Responsibilities, Authorities & Accountabilities.	

## Position Responsibilities

- Provide day-to-day claims management of all insurance-related matters in an efficient and timely manner working with other CN service units to gather information to process claims.
- Provide up to date and accurate advice to management on insurance related issues.
- Prepare recommendation reports (including claim summary and investigation report) and prepare and manage correspondence to administer each insurance claim.
- Processing of claims and data to enable CN to review its insurance portfolio on the most favourable terms available whilst managing CN's relationships with its insurers, insurance brokers and agents.
- Assist with insurance-related projects, such as ad hoc insurance register reviews, asset valuations and upgrades to systems and processes.
- Attend sites to investigate and verify details of insurance claims.
- Contribute to the planning and development of the insurance function and CN's integrated Risk Management program.
- Maintain up to date knowledge regarding insurance law and precedent court decisions within a local government environment.
- Any other accountabilities or duties as directed by Supervisor / Manager which are within the employee's skill, competence and training.

## Position Selection Criteria

### Essential

1. Strong experience in insurance claims handling.
2. Ability to operate within a team environment and ability to manage conflicting demands.
3. Experience in planning, prioritising, and carrying out work with minimum supervision and control, in line with predetermined timeframes / goals.
4. Excellent communication and interpersonal skills demonstrated by abilities in consultation, negotiation, conflict resolution and influencing skills at all levels, and the capacity to develop and manage effective relationships with all stakeholders and all levels of staff.
5. Well-developed customer service skills and the ability to operate within an emotional and sensitive environment.
6. Ability to maintain confidentiality in a highly sensitive environment.

### Desirable

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1. Advanced keyboard and computer skills and knowledge of Microsoft Office including word processing, data entry and spreadsheet applications.
  2. Understanding of Insurance law and precedent court cases as they impact on local government.
  3. Current Class C Driver's License.
  4. Tertiary qualifications in Insurance-related field.
  5. Understanding of general risk management philosophies as they relate to a local government environment.