**POSITION DESCRIPTION**

**Position title:** Team Coach – Process Delivery

**Location:** Geelong – Head Office

**Reports to:** Process Operations Manager

**Entities:**  GMHBA

**Organisational level:** First line leader

**Reports:**  10 Direct reports

**Job Purpose:**

To manage a process delivery team to deliver a high level of professional service to members, providers and internal customers, ensuring the team meets key performance metrics and customer service standards, and operational efficiencies are achieved.

**Accountabilities:**

**Strategy & Leadership**

* Support delivery of strategic and annual plans for Sales and Service aligned to the delivery of the overall GMHBA strategy and plans.
* Contribute to and Implement designated aspects of the Process Delivery model, in conjunction with other team coaches and key stakeholders. This includes continuously monitoring operations, identifying areas for continuous improvement, process input and development, implement changes, and ensuring the optimal use of resources.
* Select, coach, develop and manage team members
* Actively participate in meetings and internal committees as required. Attend relevant industry meetings and forums.
* Collaborate and seek input from specialist functions and others as required, to maximise performance outcomes
* Be a role model and ambassador to others in setting, and upholding, the company values, culture and performance standards.
* Instil a team culture of quality service delivery that is customer focused, industry best practice and that promotes continuous improvement

**Coaching**

* Undertake regular one-to-one meetings, team meetings, training and coaching sessions for all direct reports.
* Manage staff, including leave allocation, absenteeism and other performance and behavioral related issues in line with HR Policies and Procedures and GMHBA’s Enterprise Agreement
* Create and maintain a high performance team which achieves KPI targets by:
  + Working with manager to establish service levels and KPIs
  + Monitoring and analyzing staff performance in line with KPIs
  + Undertaking regular performance appraisals and taking appropriate action where required.
  + Providing formal and informal coaching to achieve quality and productivity standards, fostering open and ongoing communication
  + Recognizing and rewarding excellent performance
  + Developing motivational tools to help team members to meet and exceed targets.
* Work with other Team Coaches to ensure the achievement of all KPIs through:
  + - * Continuously monitoring operations and addressing as appropriate
      * Assisting CSA with queries in a timely fashion
    - Monitor team activities, identify opportunities for continuous improvement, communicate results and recommendations

**Operations**

* Ensure back office operations are appropriately resourced with trained and competent staff to ensure corporate goals and objectives are met.
* Continually review department processes with the aim of improving efficiency, customer outcomes and delivery to the required business service levels.
* Continually review department processes for any customer problems that need to be remediated and ensure appropriate stakeholder communications regarding these.

**Regulatory & Reporting**

* Ensure compliance with the Company’s Delegated Authorities, Business Plan, Policies and Standards.
* Ensure all processes comply with internal audit, external audit, regulatory and code of conduct requirements.
* Keep up to date with regulatory trends and changes, and ensure the department anticipates and navigates changes successfully.
* Prepare reports and submissions for stakeholders and committees as required.
* Complete all audits and fraud checks as required. Present findings and resolutions in required format.

**Stakeholders & Advice**

* Provide expert advice and recommendations to key stakeholders to facilitate understanding for robust decision making.
* Take opportunities to maintain positive and constructive relationships with regulators, auditors and other external stakeholders.

**Other**

* Participate in the design, build and roll-out of business change programs designed to strengthen GMHBA’s performance
* Embrace the mindset and actively contribute towards embedding the GMHBA Way including working in an Agile environment.
* It is not the intention of this position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position.
* The accountabilities described within may be altered in accordance with the changing requirements of the role.

**Key Relationships:**

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| --- | --- |
| **Internal:**   * Regional Managers, Team Coaches & Branch Managers * Customer Contact Centers * Client relationship management team * Shared Services functions e.g IT, P&C * Customer Experience Team * Benefits Management | **External:**   * GMHBA Members & Prospects * GMHBA Providers * Medicare * AHSA / Hambs * External Auditors * GMHBA White Label Partners * Department of Health and Ageing (DoHA) |

**Skills, Experience and Qualifications:**

**Mandatory**

* Demonstrated experience in customer service background
* Experience leading operations or process delivery teams
* Strong people leadership skills
* Ability to adapt to and lead change
* Demonstrated ability to quickly build technical process knowledge

**Highly desirable**

* Tertiary Qualifications in business, commerce or a related discipline.
* Demonstrated knowledge of back office functions and operations
* Demonstrated experience in health or insurance related field
* Good understanding of process management methodologies
* Experience in management of diverse stakeholders
* Experience working in an Agile environment