

**POSITION:** **INSURANCE AND CLAIMS OFFICER**

**REPORTS TO:** **MANAGER ENTERPRISE RISK, HEALTH AND SAFETY**

**ACCOUNTABLE TO:** **EXECUTIVE MANAGER PEOPLE & PERFORMANCE**

**GROUP:** **PEOPLE AND PERFORMANCE**

**DATE REVISED:** **OCTOBER 2024**

## ROLE CHARTER

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and change over time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

### OUR GUIDING PRINCIPLES ARE:



**MAKE THINGS EASY**  
Do the hard work to make things intuitive for me.



**BE WELCOMING**  
Care for me as a person, not a task or a number.



**BE OPEN MINDED**  
Listen to me and work with me to find solutions.



**LOOK OUT FOR ME**  
Thoughtfully anticipate what will make my days go smoother.



**KEEP YOUR PROMISES**  
Follow through on your commitments to me.

### PRIMARY PURPOSE

To coordinate the delivery and administration of Council's insurance management functions including claims management, renewals, reporting and risk management practices, so that timely, professional advice is available for decision-making. The role will work as part of the risk team to support the ongoing commitment to sound enterprise risk management practices across Council.

## **CORE ACCOUNTABILITIES**

1. To coordinate and administer the assessment, processing, stakeholder liaison, information provision and claims management activities of Council's insurance functions, including the preparation of a monthly insurance report to the Executive Leadership Group.
2. Assist the team and Council business units in the review of risk assessments prepared for Council projects, events and activities, including obtaining the appropriate level of insurance cover, identifying potential risks and recommending actions to mitigate identified risks.
3. Prepare Council's insurance policy renewals ensuring appropriate levels of cover in place for all assets and activities.
4. Administer and maintain risk, insurance and documentation and records in accordance with the organisation's adopted policies, protocols and procedures, including the maintenance of Council's Asset Insurance schedule, and maintaining the insurance register.
5. Work in partnership with key stakeholders, including Insurance and legal advice providers, seeking advice on insurance matters, claims reporting, and insurance documentation as appropriate.
6. Through local and industry networks, maintain contemporary knowledge of relevant risk and insurance practices, principles and standards.
7. Work in partnership with key internal stakeholders to identify trends on insurance matters and develop measures to mitigate risk within the Enterprise Risk Management framework.

Undertaking any other duties, projects or tasks as directed by the Manager which are within the employee's skills, competence and training.

The incumbent is to behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

## **ESSENTIAL CRITERIA**

1. Completion of Certificate IV in Business, Administration or equivalent contemporary industry experience, or an equivalent combination of contemporary industry experience and demonstrated education/training.
2. Contemporary industry knowledge and demonstrated experience in insurance or claims administration.
3. Demonstrated effective oral and written communication skills, including the ability to prepare correspondence and reports.
4. Demonstrated experience and ability to achieve work targets, ensure high standards of services to internal and external customers and a commitment to continuous improvement in systems and processes.
5. Demonstrated ability to work in a team, manage competing priorities and meet required deadlines.
6. Demonstrated experience in resolving complex problems and issues through negotiation, conflict resolution and influence.



## **DESIRABLE CRITERIA**

1. Proven contemporary knowledge and experience in the gathering, analysis and interpretation of insurance information.
2. Experience in risk management and audit.
3. To hold a current NSW Drivers Licence.

Date:

Agreed:

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Employee Name

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Employee signature

