

Position Description

Position: Business Improvement Manager - SME and Business Packages

Division: Client Solutions

Line Manager: Michelle Hay – National Manager SME and Business Packages

Our Vision: Our vision is to be regarded as the most trusted specialist insurer within our core sectors. We will achieve this by delivering on three strategic goals: achieving sustainable profitable growth in our core sectors, having expert and engaged people, and operating profitably and cost effectively to give back to our community.

Our Values:



OUR VALUES

We strive to be the most trusted and ethical specialist insurer within our core sectors and to contribute to and help build safer communities that promote well-being and peace of mind. We do so by demonstrating five core values:

-  Collaborating and welcoming
-  Ambitious and pioneering
-  Responsible and sustainable
-  Expert and specialist
-  Supporting and giving

Proudly part of the BENEFAC T GROUP 

Position Description



Role Purpose:

The Business Improvement Manager is responsible for efficient delivery of various initiatives and frameworks aimed at improving the underwriting process and customer outcome within the National Underwriting Centre for SME & Packages. Working with the National Manager SME & Business Packages, the Business Improvement Manager will identify and oversee areas of underwriting improvement and monitoring, projects, performance analytics, e-business delivery, and implement solutions.

Key Accountabilities	Key Performance Indicators
<p>Drive the improvement plan across SME & Packages and the Underwriting Centre</p>	<ul style="list-style-type: none"> • Lead a specialist team that will identify opportunities for process improvements and deliver them. • Lead the development of key Underwriting frameworks – including Underwriter Guidelines, Underwriter Competency Program, Peer Audit and Quality Assurance Program and controls. • Lead the development of the launch of EBIX to market. • Set up troubleshooting and helpdesk capability for brokers. • Become a subject matter expert on the EBIX Platform and lead change implementations. • Proactively recommend improvements to existing processes or procedures. • Lead the team of specialists to implement, troubleshoot and test existing processes and systems, and ensure they are documented • Collaborate with the underwriting and state teams to develop and implement strategies for improving existing processes and procedures. • Lead the annual business planning process for the Underwriting Centre • Lead policy migration and uptake on new policy platform. • Contribute to projects and be the Underwriting Centre representative.
<p>Lead the operational and performance analysis to enhance National Underwriting Centre</p>	<ul style="list-style-type: none"> • Work with the National Manager SME and Business Packages to set up and run the analysis of data associated to support business improvement • Embed a data-focused culture, implementing operational and performance dashboards and reports. • Discover, analyse, measure and document performance to understand root causes of issues. • Monitor industry trends and best practices to identify opportunities for improvement • Identity and establish improvements in company reporting to assist with performance analysis •
<p>Actively work with employees, leaders, and other stakeholders to understand, measure, implement and changes to processes, roles and operations</p>	<ul style="list-style-type: none"> • Work with the National Manager SME and Business Packages to identify and prioritise the opportunities for improvement. • Conduct analysis and research to support the development of business improvement initiatives. • Monitor and report on the progress of business improvement initiatives. • Build quality relationships across the business, working collaboratively to improve SME & Packages

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<p>Deliver professional and efficient collaboration to internal colleagues</p>	<ul style="list-style-type: none"> • Be a proactive member of the broader team across SME & Packages, providing exceptional customer service to the business as a subject matter expert and leader • Build and maintain effective relationships with internal colleagues at all levels • Ensure that all queries are responded to and resolved in a timely manner providing exceptional customer service at all times • Ensure efficient accessibility at all times for both Head Office and regional colleagues • Resolve issues and complaints in a manner that is consistent and appropriate with Company policy
<p>Lead, coach and support direct reports and reporting functions to embrace Ansvar's values and to effectively carry out their roles</p>	<p>People development:</p> <ul style="list-style-type: none"> • Implement a coaching and development plan for each direct report and regularly evaluate and assist their progress • Provide direct reports the information, feedback and support they need to make decisions and effectively carry out their roles • Act as a coach and mentor to all direct reports in all aspects of relationship development, sales strategy and technique • Champion the development of exceptional sales skills throughout the business via assessing and implementing sales training / tools where appropriate • Conduct annual performance reviews with direct reports, develop agreed action plans and follow up on actions arising out of the review <p>Establish a strong values-based culture throughout the reporting functions:</p> <ul style="list-style-type: none"> • Embrace and consistently demonstrate Ansvar's values (refer Appendix 1) • Ensure all direct reports understand Ansvar's values and coach them to work within their framework • <p>Promote teamwork and respect:</p> <ul style="list-style-type: none"> • Develop a culture of respect where communication is always positive, constructive and respectful. Reinforce the message that negative feedback should only be directed upward • Proactively develop cordial and constructive working relationships with colleagues • Reinforce the importance of keeping all business matters confidential
<p>Contribute to the development of business and assist in cultivating a workplace learning environment</p>	<ul style="list-style-type: none"> • Support our business objectives through the provision of training to internal colleagues • Actively participate in the requirements of gathering and the production of functional and technical support documentation • Keep up to date with Company products, systems and procedures, as well as all relevant legislation • Attend appropriate workshops, events and activities, as well as reading professional publications and material on relevant subjects, and sharing knowledge with team members

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| | <ul style="list-style-type: none"> • Contribute to the review and development of systems, policies, practices and procedures • Meet regularly with the National Manager SME & Packages to determine priorities and deadlines, as well as to discuss progress towards objectives and gaining assistance as and when required • Provide support and guidance to internal colleagues on systems and processes as and when required • Assist the National Manager SME & Packages on special projects including providing input on identifying key deliverables, resource requirements and timelines • Promote the importance of embracing Ansvär's values in delivering outstanding customer service to our distribution partners |
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Behavioural Competencies:

- Passionate about the business and highly motivated to achieve Company objectives
- Responds positively to change
- Passion for delivery of high customer service and meeting deadlines
- Determination to be "The Best" both individually and as part of the Company
- Embraces and consistently displays Ansvär's values
- Ability to create a positive working environment
- Flexible attitude with a 'can-do' approach and a willingness to help out as required
- Excellent listening and communication skills plus the ability to receive and provide constructive feedback
- Sets and maintains high standards of performance, both personally and for the Company
- Highly disciplined, with excellent planning and time-management skills and the ability to work effectively under tight deadlines and pressure
- Very good understanding of the roles of the other business functions
- Excellent team player, assisting by sharing knowledge and skills across the Company
- Facilitates a work place learning environment and culture that fosters continuous improvement
- Well presented with a professional and confident manner

Technical Competencies:

- A modern and progressive approach to business practices will be required
- Strong personal, written and verbal communication skills with the ability to establish rapport and negotiate with key internal and external stakeholders to achieve Company objectives
- Strong computer literacy skills, including sound knowledge of Microsoft Office Suite such as Word, Excel, PowerPoint and Outlook programs
- Proven track record of meeting KPIs/business goals and targets
- Up to date knowledge in most aspects of general insurance including a practical understanding of commercial insurance principles, policies, pricing, reinsurance, claims and risk management
- Strong commercial negotiation, influencing and stakeholder management skills
- Ability to work collaboratively with cross-functional teams.

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- Knowledge of underwriting best practices and processes.
- Knowledge of process improvement methodologies
- Ability to manage multiple priorities in a fast-paced environment.
- Strong project management skills.
- Excellent report writing skills
- Able to make balanced judgements based on data analysis and interpretation
- High level of accuracy and attention to detail particularly when collating and inputting data
- Displays sound judgement and the ability to solve problems
- Excellent analytical and abstract reasoning skills, possessing strong numerical reasoning
- At least 5 years' experience working in underwriting or business improvement in the insurance industry
- To have completed or be undertaking insurance qualifications to ANZIIF level and/or have relevant tertiary qualifications related to insurance

A large, light blue, semi-transparent version of the 'ansvar' logo is centered at the bottom of the page. It consists of the stylized circular icon above the word 'ansvar' in a lowercase, sans-serif font.