



## Position description

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| <b>Title</b>  | Insurance Manager  |
| <b>Reports to</b>   | Head of Financial Capability   |
| <b>Classification &amp; Salary</b>  | SCHCADS Level 7.1 \$95,124.64 per annum (+ super). Salary packaging available. |
| <b>Employment Status</b>  | Fixed term 12 months   |
| <b>Primary Location</b>   | Melbourne CBD  |
| <b>Date</b>   | July 2020  |
| <b>Good Shepherd Australia New Zealand (GSANZ)</b>  |  |
| <p>Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.</p> <p>We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, parenting programs and playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.</p>                                |  |
| <b>Role Purpose</b>   |  |
| <p>Execute Good Shepherd's strategy with respect to general insurance, including:</p> <ul style="list-style-type: none"><li>• Managing relationships and programs of work with insurance partners</li><li>• Seeking opportunities for growth in insurance partnerships</li><li>• Providing input to insurance advocacy</li></ul>  |  |
| <b>Key Responsibilities</b>   |  |
| <ul style="list-style-type: none"><li>• Manage portfolio deliverables across 7 streams of work within the Suncorp relationship</li><li>• Manage and progress programs of work with insurance partners – governments, industry, others</li><li>• Maintain organisational awareness of industry and regulatory trends</li><li>• Collaborate with PDAS to ensure timely production and sharing of research outputs, and design work</li><li>• Collaborate with Strategy team to draft submissions to government bodies to document Good Shepherd's position on industry and regulatory trends</li><li>• Collaborate with the Community Microfinance teams to progress the insurance programs</li><li>• Positively influence outcomes and behaviours of the NILS network relating to insurance programs</li><li>• Collaborate with the Operations Lead to ensure timely production and sharing of reports</li></ul> |  |

## **Responsibilities of Good Shepherd Employees**

### **Strategy**

- Deliver service in line with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

### **People**

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd 's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

### **Clients**

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

### **Service Delivery and Operations**

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

### **Stakeholders**

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

### **Compliance**

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

## **Qualifications, Experience and Mandatory Requirements**

- Formal qualifications in financial services or a related discipline
- Demonstrated experience in a similar role with an understanding of risk management, product design and distribution
- Program and project management skills and experience
- Ability to positively influence and negotiate outcomes for programs
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)

## **Key Selection Criteria**

1. Significant experience in the financial services industry, preferably general insurance, including in disciplines such as risk management, product design and distribution
2. Project management experience
3. Experience working with a range of internal and external stakeholders and the ability to build and maintain strong collaborative relationships
4. Excellent communication skills – written, verbal and technological
5. Familiarity with program evaluation concepts, and experience with supporting program evaluation
6. Exposure to human-centred design and test-and-learn approaches
7. Experience and knowledge of financial inclusion, resilience or capability

**Values & Behaviours** - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

- Value of each person
- Reconciliation
- Justice
- Zeal
- Audacity

#### **Additional information**

Employment is subject to:

- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

**Work Health and Safety (WH&S):** All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity.

All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.