

Part A - Role Specification

Role Title:	Claims Optimisation Lead	Date last reviewed:	March 2024
Business Unit:	Insurance	Department:	Claims Operations
Classification:	Banking, Finance and Insurance Award 2020, Level 6 CLC		
Role Reports to (role title):	Senior Manager, Claims Operations		
Direct Reports (role titles):	Nil		

Unique Value Add (Succinct statement of why the role exists; the purpose)
<ul style="list-style-type: none"> Develop and implement process and procedures to optimise operational service delivery across Claims, to support excellent member service and employee experiences Conduct analysis and provide insights, trends, performance data and make recommendations to optimise operating model, tools and adherence Establish methods to measure and capture failure demand, investigate outcomes, and recommend process and operating model changes to remove this workload

Risk Accountabilities
<ul style="list-style-type: none"> Have a general duty of care; and are responsible for complying with requests from Senior Management with regards to the Risk Management Framework & Strategy Have a responsibility to comply with policies and procedures and to identify and report new risks, issues and any associated incidents to Management

Health and Safety Accountabilities
<ul style="list-style-type: none"> Takes personal responsibility for their own safety and that of others and ensures their work environment and practices are safe Perform their duties in accordance with the RAA Work Health and Safety and Injury Management Roles and Responsibilities Procedure specific to the defined level of work

Key Result Areas (Outcomes of the role and the desired behaviours to be exhibited in the role)	
KRA	Accountabilities (3 - 5 key accountabilities per KRA) <i>EG. Conduct analysis of the "Grade of Service" targets and provide monthly reports.</i>
1. Service and Operational Design	<ul style="list-style-type: none"> Identify and drive continuous improvement (CI) of Claims operating rhythms, routines and develop supporting tools and procedures to assist leaders and managers Maintain oversight of call, workload and process handling procedures and provide insights and advice on changes that will impact call drivers or claims workload Responsible for management of telephony system changes including IVR configuration, disposition codes and standard telephony user work practices and documentation

2. Operational Optimisation	<ul style="list-style-type: none"> • Responsible for analysing operational performance and providing insights, and continuous improvement (CI) recommendations to the Heads of Claims and their management teams • Responsible for coordination / execution of approved CI recommendations using agreed business frameworks and tools • Work with Project and Change leads, Operational leaders and other key claims supporting roles (Compliance, Quality, Reporting etc) to ensure alignment of CI initiatives with strategic objectives and Claims priorities
3. Data & Analytics	<ul style="list-style-type: none"> • Review data and system information to ensure customer service centre practices are addressed, optimised and report on inconsistencies • Undertake deep analysis to support improved efficiency and member experiences, working with key areas of Claims • Provide input into the development of measurement tools which demonstrate the value added through all business improvements • Partner with Reporting and Workforce Planning analysts to ensure implemented changes are sustained through ongoing performance reporting, leadership and work force management practices
4. Stakeholder Engagement	<ul style="list-style-type: none"> • Develop and maintain effective working relationships with key stakeholders across Claims and RAA with the purpose of developing a clear understanding of business needs and challenges, resolving conflicts and fostering a productive, collaborative and consultative work environment • Work with Project managers and Change leads to ensure project and optimisation activities are aligned and communication is consistent • Regularly update key stakeholders to ensure timely and relevant communication occurs across the business • Support the maturation of Claims best practice service delivery by sharing relevant knowledge and information

Key Authorities (A summary of delegated authorities needed to effectively fulfil the role accountabilities)

Financial (Authorities to spend money)
<ul style="list-style-type: none"> • As per RAA delegations of authority

Technology/System/Process (Authorities to access and use IT systems, undertake certain processes)
<ul style="list-style-type: none"> • Access required to core Insurance system and other claims applications as required

Part B - Person Specification

Qualifications *(Indicate whether mandatory or desired)*

- Tertiary studies in Business Management or Operational Leadership
- LEAN or equivalent continuous improvement tools/techniques (desired)
- Certified COPC CX Implementation Leader or equivalent best practise management certification (desired)

Skills and Abilities *(Individuals capabilities, include level of proficiency)*

- Solution oriented with excellent problem solving and decision-making skills
- Demonstrated high level of analytical skills and attention to detail
- Strong understanding of workforce management practices and principles
- Proven ability to analyse data to derive useful information and insights
- Strong communication skills, written and verbal (including visual presentations) to achieve stakeholder engagement and desired business outcomes
- Skilled in workshop facilitation and stakeholder engagement techniques

Knowledge *(Factual or procedural information needed to perform in the role)*

- Thorough understanding of Service Design and process management
- Knowledge of LEAN Six Sigma improvement tools and techniques
- Understanding of quality management approaches

Experience *(The minimum amount of experience required to perform in the role)*

- 5 years experience in Contact Centre operational leadership role or similar
- 3 years experience with implementing and championing operational excellence initiatives
- Demonstrated experience in project management techniques, methodology and life cycle (including Agile)
- Demonstrated experience in report development and data analysis
- Experience in highly regulated industries
- Experience in Insurance Claims industry (desirable)

Additional Requirements

- Perform other duties as requested by management where generally consistent with this position and within level of competence
- Reasonable additional hours of work may be required during peak workload periods

Reviewed by:

Name: Kym Waters

Role Title: Snr HR Business Partner

Date:

19/8/2024

Approved by:

Name: Hayley Cain

Role Title: Senior Manager, Claims Operations

Date:

19/8/2024