

Part A - Role Specification

Role Title:	Manager, Member Governance	Date last reviewed:	July 2023
Business Unit:	Marketing	Department:	Membership
Classification:	Salaried Non-Award		
Role Reports to (role title):	Senior Manager, Membership		
Direct Reports (role titles):	Coordinator, Member Governance		

Unique Value Add (Succinct statement of why the role exists; the purpose)

This role is responsible for the development, implementation, and maintenance of effective and best practice member Policies, Procedures and Frameworks to ensure compliance with industry regulations and organisational strategies, and to deliver fair and consistent experiences for members and employees and organisational effectiveness.

- Health and Safety Accountabilities**
- 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>
Leadership	<ul style="list-style-type: none"> • Provide clear direction, purpose, and context for your team’s work, setting clear targets with agreed deliverables and timeframes for each team member. • Regularly assess performance of, and provide feedback to, direct reports through monthly (at minimum) one on one discussions and adherence to the eCDP development plan and cycle. • Provide coaching, training, and ongoing development opportunities to enhance the skills and capabilities of the team.
Governance	<ul style="list-style-type: none"> • Develop, update, and maintain comprehensive member Policies, Procedures and Frameworks that align (at minimum) with industry regulations, organisational strategies, and best practices. • Ensure Policies, Procedures and Frameworks are developed in such a way that exceeds minimum standards required by Regulators (not just meets them), to ensure consistency in member and employee experience and organisational efficiency and effectiveness.

	<ul style="list-style-type: none"> • Provide an independent escalation point for advice and technical expertise relating to Member Policies, Procedures and Frameworks.
Collaboration	<ul style="list-style-type: none"> • Collaborate with key stakeholders to gather input, review Policies, Procedures and Frameworks and ensure alignment with organisational objectives. • Provide regular feedback to operational business areas and other relevant stakeholders to promote consistency in member and employee experiences and compliance to obligations in relation to member Policies, Procedures and Frameworks. • Foster effective communication channels with stakeholders, facilitating open dialogue and understanding of Policy, Procedure and Framework objectives and requirements. • Establish and manage relevant forums to support effective management and improvement identification relating to member Policies, Procedures, and Frameworks.
Reporting and Insights	<ul style="list-style-type: none"> • Develop and maintain centralised reporting for all member Policies, Procedures and Frameworks. • Coordinate and contribute to reporting for Regulators, RAA Insurance and the RAA Group (including Group Board and Sub Committees) for applicable member Policies. • Regularly review and analyse insights relating to Policies, Procedures and Frameworks to identify systemic issues, trends, training requirements and process improvement opportunities to improve the member and employee experience. • Prepare regular reports and presentations highlighting performance metrics, insights, and activity.
Policy Adherence	<ul style="list-style-type: none"> • Develop appropriate training tools and education programs for member Policies, Procedures, and Frameworks which can be adapted or delivered to operational business teams and other impacted stakeholders. • Monitor compliance with Policies, Procedures, and Frameworks across the organisation through regular quality assurance activities and process reviews (quarterly at minimum). • Monitor regulatory changes, industry standards, and internal governance requirements to ensure Policies, Procedures and Frameworks remain current and compliant. • Conduct regular member-listening activities (quarterly at minimum) to ensure member Policies, Procedures and Frameworks continue to be fit for purpose. • Review and manage content for organisation wide templates related to member Policies, Procedures, and Frameworks.
Budgeting and Planning	<ul style="list-style-type: none"> • Contribute to the preparation of annual member governance targets and areas of focus. • Document and execute annual plans for the member governance team aligned to organisational and business partner needs and socialise as required.

	<ul style="list-style-type: none"> • Ensure team operates within agreed capex/opex budget envelope.
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Key Authorities (A summary of delegated authorities needed to effectively fulfil the role accountabilities)

<p>Financial (Authorities to spend money)</p> <ul style="list-style-type: none"> • Refer RAA Delegations of Authority Policy & Schedule.
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Technology/System/Process (Authorities to access and use IT systems, undertake certain processes)

<p>This role requires access to the following, but in addition has authority to access and use various processes and systems across the organisation as required to perform the role. In addition, this role is expected to access where required voice recording software and hardware in accordance with organisation policies and procedures.</p> <ul style="list-style-type: none"> • Microsoft Office suite • RAA Tableau • Power BI • Qualtrics • Landscape membership access (read only) • JIRA • All social media sites (including You Tube) • Finance One (including purchase order system) <p>Ability to approve access for direct team for technology requiring manager approval (and within the required delegation of authority).</p> <p>This role is expected to access and use the RAA and RAA Insurance Risk Management Frameworks and related documents including, but not limited to:</p> <ul style="list-style-type: none"> • the General Insurance Code of Practice • the RAA Group Compliance Management Framework • the RAA Group Business Continuity Management Program • APRA, ASIC and other regulatory policies and procedures
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Part B - Person Specification

Qualifications (Indicate whether mandatory or desired)

<ul style="list-style-type: none"> • Tertiary qualification in business administration, or a related field is mandatory (or equivalent work experience). • Dispute resolution, negotiation or mediation experience required. • Insurance/Financial Industry experience desirable.
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Skills and Abilities (Individuals capabilities, include level of proficiency)

Specialised/Technical Skills

- Ability to develop and maintain business tools for ongoing relevance and utilisation.
- Ability to translate business strategy into action plans.
- Analytical mindset with the ability to derive insights from member data and implement data-driven solutions.
- Ability to develop, interpret, review, and implement policy and relevant legislation and/or Prudential Standards.
- Advanced use and understanding of Excel and the ability to translate data into storytelling.

Interpersonal Skills

- A team player with integrity to align with company values.
- Strong written, verbal, and non-verbal communication skills with attention to detail.
- High levels of emotional intelligence.
- Problem solving and decision-making skills with the ability to be agile.
- High levels of negotiation, persuasion, and influence.
- Effective conflict resolution and ability to have respectful, courageous conversations.

Personal Attributes

- A passion for policy governance and a strong drive for collaboration and compliance.
- Self-motivation and ability to work autonomously without day-to-day direction.
- Strong personal leadership and results driven.
- Accountability and commitment to meet deadlines.
- Passion for learning and self-improvement.
- Enthusiastic, can-do attitude and ability to work with ambiguity.

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

- Comprehensive knowledge of relevant compliance standards, legislative requirements and industry codes and best practices for member Polices, Procedures and Frameworks.
- It is desired that the individual possesses a strong understanding of General Insurance processes and/or compliance obligations.

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

- Proven experience working with, and influencing, stakeholders in a professional environment is essential, preferably in a fast-paced and customer-centric environment.
- Proven leadership and people management experience with the ability to inspire and develop a high-performing team.
- Proven experience managing complaints, vulnerability and financial hardship is desirable.

Additional Requirements

- Perform other duties as requested by the Head of Member Experience where generally consistent with this position and within current level of competence.
- From time-to-time willingness to work flexible hours required to achieve necessary outcomes.
- Some intra and interstate travel required on an ad-hoc basis.

Reviewed by:

Date:

Name: Alicia Black Role Title: HR Business Partner	<i>July 2023</i>
Approved by: Name: Theresa Paris Role Title: Senior Manager, Membership	Date: <i>July 2023</i>