

Role Description

Senior Claims Officer, Insurance Claims Management



Education

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Corporate Services Shared Services, Business Services Insurance Risk & Claims
Location	Parramatta
Classification/Grade/Band	Clerk Grade 3/4
Role Number	223729
ANZSCO Code	224592
PCAT Code	531111
Date of Approval	July 2020
Agency website	www.dec.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by leading the provision of world-class education. The department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

The Department is one of the largest organisations and employers in Australia, and manages an annual budget that accounts for approximately one quarter of the State's total budget. Visit the Department's website above for more information.

EDConnect is the Department's Shared Service Centre, delivering integrated transactional and advisory services (shared services) for the Department. Organisational performance in EDConnect is underpinned by the 'EDConnect Way' culture – we keep the customer at the centre of everything we do; we collaborate with and support each other to succeed; we take ownership of our work to ensure a quality outcome is delivered; we communicate transparently and listen actively; and we are accountable to each other to develop and grow.

Primary purpose of the role

The Senior Claims Officer, Insurance Claims Management role actively maintains, updates and navigates records and data management systems to resolve insurance related enquires and requests. The role demonstrates a high level of accuracy and efficiency and the ability to prioritise and manage own workload, enabling the provision of relevant and timely information and supports effective reporting and decision making within the functional area.

The role supports the Insurance, Risk & Claims team within the Shared Services, Business Services Directorate. Business Services provides a broad range of services to Departmental staff in schools and

corporate offices to support the delivery of services to the community. Business activities include motor vehicle fleet management, fixed line and mobile telephony services, purchasing card administration, records management, travel management, insurance risk and claims management, administrative policy and delegations of authority, and mail, switchboard and other miscellaneous support services.

Key accountabilities

- Perform operational and transactional insurance claim activities relevant to the operations of the functional area at a high level of accuracy and efficiency. Tasks include record creation, entering, processing, checking and extracting data for approval, reporting and record archiving purposes. These tasks must be performed in accordance with agreed operating procedures.
- Provide information and guidance to internal customers on matters relating to the functional area, ensuring that information supplied is accurate, relevant and resolves the request efficiently. Enquiries may be a result of an identified issues or discrepancies, or requests for information for reporting or audit purposes.
- Maintain and update record databases, ensuring completeness, accuracy and confidentiality of records in accordance with information, communication and document control policies and security protocols.
- Make effective use of records and data management systems for the purposes of reporting. This includes data collection and analysis, report preparation in line with quality and organisational requirements, and making recommendations to inform decision making.
- Utilise technology applications and systems confidently to deliver efficient and effective service in accordance with Department policy. Applications include relevant finance systems, TRIM, MS Office and other technologies appropriate to the operations of the functional area.
- Proactively support the improvement initiatives of existing processes and systems by identifying opportunities and making recommendations to the supervisor regarding improving service delivery, transactional processes and data management.
- In consultation with the supervisor, develop an annual work plan that articulates, clarifies and documents the role's specific responsibilities, key deliverables, expected outcomes and indicators of success over a 12 month period.

Key challenges

- Managing multiple competing demands and deadlines while delivering accurate and consistent work within a high volume environment. The role exercises sound judgment to ensure that competing work priorities are met within agreed timeframes and issues are escalated to supervisors when necessary.
- Communicating effectively to internal and external customers with a professional 'can do' approach, while ensuring service delivery and advice reflects current and best business practice.
- Adapting to the operating environment, processes and systems in a climate of constant change and reform.

Key relationships

Who	Why
Internal	
Customers	<ul style="list-style-type: none">• Delivers a range of operational and transactional services to resolve information enquiries and routine requests• Provides information and guidance to internal customers
Team members	<ul style="list-style-type: none">• Supports and shares information with colleagues to achieve team goals and provides and seeks assistance as required
Supervisor	<ul style="list-style-type: none">• Escalates issues, provides updates and clarifies instructions• Receives guidance in negotiating priorities and in handling non-routine, complex and sensitive matters• Receives ongoing performance feedback, coaching and development
External	
Claims Provider	<ul style="list-style-type: none">• Provide claim lodgement and status advice

Role dimensions

Decision making

The role acts independently in performing its core work functions, in accordance with relevant legislative requirements, policies, procedures and guidelines. In matters that are sensitive, high-risk or business critical, the role consults with the supervisor to agree on a suitable course of action.

The role exercises independent judgement in responding to transactional and information enquiries from internal customers, and consults with the supervisor where clarification of priorities is required or problems cannot be resolved by standard practice.

Reporting line

This role reports to the Leader, Insurance Risk & Claims Management.

Direct reports

Nil

Budget/Expenditure

Nil





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies