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# Senior Advisor, Claims

## Message from the CEO

"I am honored to lead the Municipal Association of Victoria (MAV) on the transformative journey ahead as we work to realise the aspirations outlined in our new MAV Strategic Plan for 2024- 2027.

Our vision is to be a nation leading organisation for the Victorian local government sector in strategic foresight, policy and research, leadership and governance, service design and advocacy impact.

Our purpose is to enable action that supports Victorian councils to create cities and regions, towns and communities that are thriving, inclusive and resilient.

The MAV has positioned itself at the forefront to lead the local government sector, embracing the leadership challenge presented by unprecedented technological, economic, environmental, and social changes. Our commitment is unwavering as we strategically lead and strengthen councils, serving as the authoritative voice for the Victorian local government Sector.

Our new team will seek and embrace opportunities for growth aligned to the perspectives of our stakeholders and ensure that our strategic direction is not only visionary but also deeply rooted in the needs and aspirations of those we serve.

The heart of our strength lies in the knowledge and expertise of councils in every region of Victoria. Together, we will build resilience, address climate change, and create a future where all our communities thrive.

I look forward to the shared achievements and successes that await us."

Kelly Grigsby

CEO, Municipal Association of Victoria

# Position Snapshot

Our vision is to be a nation-leading organisation for the Victorian local government sector in strategic foresight, policy and research, leadership and governance, service design, and advocacy impact. Our purpose is to mobilise action that supports Victorian councils to create cities, regions, and towns that are thriving, resilient, and inclusive communities.

The leadership challenge and opportunity of rising to the unprecedented technological, economic, environmental, and social changes in the 21st Century is becoming critical for local governments; and this is why the role of the MAV is so important now and into the future. At the MAV we are committed to working collaboratively with councils to achieve just and sustainable growth and to prepare for the future and the uncertainty it brings.

As part of our direct support for the local government sector, the MAV operates a public liability and professional indemnity insurance scheme. The Senior Advisor, Claims supports the scheme by providing strategic oversight of the claims portfolio and, in cooperation with our outsourced claims management provider, will drive process improvement, compliance with financial services law relating to claims, efficient management of the portfolio and oversee good claims outcomes.

In this role, you will consider the linkages with claims performance to broader scheme financial performance and its reinsurance program and provide advice to the Insurance Board and senior management on relevant trends. You will also be responsible for the contract management of the scheme's legal panel and cost consultants, including performance oversight, review of KPIs, reporting to the Insurance Board and the General Manager, Insurance.

# Your Sphere of Influence and Key Relationships

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Reports to	General Manager, Insurance
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Internal	MAV Insurance Board
	Executive Team
	MAV Insurance Staff

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External	Local Government Bodies and Professional Associations
	Business and Community Leaders
	Council Committees
	Victorian Community
	Service Providers and Consultants (service provider, legal panel, cost consultants)

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# KPIs 2024 – 2025

## The next 12 Months

To be successful in 2024-25 you will need to focus on and move forward with the following key priorities:

- You will have developed a comprehensive suite of performance measures on the claims portfolio for the LMI scheme which identifies meaningful measures of how claims are performing, the drivers of these claims outcomes and how these have shifted over time. This will include development appropriate metrics on the cost drivers of claims (including such factors as defence costs, plaintiff costs and the various heads of damages), plaintiff firm activities and other factors which influence the claim portfolio.
- You will imbed appropriate frameworks for the strategic oversight of the claims portfolio and claims sub-delegation decisions and ensure compliance with MAV policies and procedures.
- You will have ensured that the frameworks in place to meet AFSL claims handling authorisations are effective and monitored, including your own compliance with the Responsible Manager requirements.
- You will review and ensure the policies related to claims handling are updated and report on compliance to these policies to the Insurance Board and the General Manager, Insurance at regular intervals.
- You will develop and oversee the implementation of an effective claims management strategy.
- You will establish and manage a performance and contract management framework for the legal panel which will effectively manage their absolute and comparative performance, compliance with service agreement requirements and support for the scheme's claims management strategy.
- You will provide insightful contributions to the development of effective risk mitigation strategies for the scheme's claims exposures through the identification of claims drivers and consistent claims failures and ensure the risk management services are appropriately informed by these factors.
- You will develop an understanding of the connections between the claims performance of the scheme and its financial performance.
- You will develop an understanding of the scheme's reinsurance program and how the claims performance affects the reinsurance program and pricing.

## Vision for MAV 2027

We are passionate about attracting the right people with the right personal attributes to inspire staff to stay focused on the vision.

# Your Personal Attributes

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Key Competencies	<p><b>Innovator</b> – You strive to generate innovative solutions and find new ways to tackle problems and seize opportunities. You are proactive, always taking prompt action to accomplish objectives and going above and beyond to achieve goals.</p> <p><b>Communicator</b> – You focus on developing and leveraging collaborative relationships to achieve your goals. You take the time to stay informed about the internal and external environment, understanding organisational dynamics and proactively navigating the stakeholder landscape. Additionally, you prioritise the customer perspective and work to create service practices that meet their needs and the needs of the organisation.</p> <p><b>Change Agent</b> – you strive to maintain your effectiveness even when faced with major changes in your work responsibilities or environment. You adapt quickly to new structures, processes, requirements, or cultures in order to continue performing at a high level. You also take proactive measures to identify areas for improvement and implement solutions, creating positive change in my work environment.</p> <p><b>Team Player</b> - You actively participate as a valuable member of your team, working together to achieve your shared goals. You understand the importance of effective collaboration and maintain good working relationships with your colleagues. By working cooperatively with others, you contribute to the success of the team.</p>
Qualifications	<ul style="list-style-type: none"><li>• Relevant tertiary qualifications in a related field.</li></ul>
Experience	<ul style="list-style-type: none"><li>• Understanding public liability and professional indemnity litigation and experience in overseeing a significant portfolio of claims</li><li>• Contract management of legal panels and demonstrated capacity to drive improved performance and report on contract compliance and value-for-money service delivery.</li><li>• Establishing and maintaining performance frameworks for a portfolio of claims</li><li>• Hold tertiary qualifications at degree level in a relevant discipline.</li></ul>
Specialist skills and knowledge	<ul style="list-style-type: none"><li>• Management of public liability and professional indemnity claims portfolios, with experience of knowledge of Victorian and Tasmanian local government claims beneficial, but not mandatory.</li></ul>

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- Knowledge of the AFS licencing framework and the establishment of processes to ensure compliance with the MAV's claims handling authorisations.
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## Your Key Responsibilities

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### Strategic

- Contribute to the business planning and objective setting as part of the MAV's business planning activities.
  - Establish a strong professional networks with relevant local government stakeholders, agencies, bodies to support the delivery of the MAV's strategic plan and MAV Insurance's Strategic Plan and beneficial outcomes for the local government sector.
  - Build and leverage key political and stakeholder relationships to strategically advocate for the MAV, and the local government sector, in its dealing with key stakeholders, government agencies, the community and media.
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### Corporate

- Live the MAV's values and management behaviours, at all times, role modelling these behaviours for the broader MAV team.
  - As part of the MAV Insurance Unit, demonstrate commitment to an organisation culture that rewards innovation, continuous improvement and service excellence.
  - Work across the organization, demonstrating cross-unit cooperation and collaboration to achieve best value for money and high-quality outcomes for the community.
  - Demonstrate a community-first focus that encourages positive and proactive communication and interaction with all community members and stakeholders.
  - Represent the MAV at formal functions and events on all occasions ensuring a high and appropriate public profile.
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### Unit

- Live the MAV's values and management behaviours, at all times setting a strong example for the broader MAV Team.
  - As part of the Insurance Unit, contribute to an organisation culture that rewards innovation, continuous improvement and service excellence.
  - Work across the organisation to secure cross-unit cooperation and collaboration to achieve best value for money and high-quality outcomes for the community.
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- Build a community-first focus that encourages positive and proactive communication and interaction with all community members and stakeholders.
  - Represent the MAV at formal functions and events on all occasions ensuring a high and appropriate public profile.
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## Shared Organisational Responsibilities

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Safe Workplace	<ul style="list-style-type: none"><li>• Undertake responsibilities in line with the Occupational Health and Safety policies, procedures, training, and instruction, employees are responsible for ensuring that they:<ul style="list-style-type: none"><li>• Follow reasonable instruction;</li><li>• Cooperate with their employer; and</li><li>• At all times, take reasonable care for the safety of others in the MAV workplace.</li></ul></li></ul>
Policies and Procedures	<ul style="list-style-type: none"><li>• Undertake responsibilities in line with all MAV policies related to the position including: Workplace Behaviours, Record Keeping, Procurement, Staff Management and Community Engagement.</li></ul>
Legislative Framework	<ul style="list-style-type: none"><li>• Complete responsibilities of this position in line with the relevant legislation for which the Unit is responsible.</li><li>• Ensure all relevant legislation, standards, and codes of practice are identified, monitored and reviewed for all sections of the Unit.</li></ul>
Risk Management	<ul style="list-style-type: none"><li>• Adopt a proactive risk management approach to all MAV activities that the Unit is responsible for.</li><li>• Create an environment where managing risk is accepted as the personal responsibility of each employee.</li></ul>

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# Inherent Requirements of the Position

The below lists the demands and work environment more often than not in order to perform the essential functions of the position:

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Office Duties	<ul style="list-style-type: none"><li>• Sitting at a workstation on an adjustable office chair, general office-based work, using a computer for up to one hour at a time, followed by a break.</li><li>• Includes general office-based work such as handling files, various paperwork, attending phone calls and customer enquiries.</li></ul>
Driving	<ul style="list-style-type: none"><li>• Required to drive private/rented vehicle.</li></ul>
Other	<ul style="list-style-type: none"><li>• Driving private/rented vehicle/s whilst carrying out the responsibilities of the position.</li></ul>

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## Pre-employment Requirements

- National Police Check.
- Verification of Qualifications and Training.
- Full Victorian Driver's Licence.
- ASIC banned and disqualified check.
- National Personal Insolvency Index (bankruptcy) check.
- Completion of a Statement of Personal Information pursuant to ASIC's regulatory licencing kit.
- Meet any other fit and proper requirement of the MAV or ASIC.

## Selection Criteria

Your application for this position should address the points listed under 'Your Personal Attributes' which are the Competencies, Qualifications, Experience and Specialist Skills and Knowledge you will need to succeed as the Senior Advisor, Claims.

People & Capability – Internal Use Only

Position Number(s):

PD Current as at: 1 October 2024