MOTOR ACCIDENT COMMISSION

JOB & PERSON SPECIFICATION

Title of Position: **Manager, CTP (Old Scheme)**	Organisation: **Motor Accident Commission**
	Location: **Adelaide, South Australia**
Remuneration Level: **Equivalent to PSM Act level – ASO8**	Position No:
Type of appointment: ☑ Contract ❑ Other ……	Occupant: **{Vacant}**

Job and Person Specification Approval

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Chief Executive or Delegate

JOB SPECIFICATION

1. Summary of the broad purpose of the position in relation to the organisation's goals (its expected outcome and how it is achieved).

The Manager, CTP (Old Scheme) is responsible, and takes primary accountability, for the management of MAC's old scheme claims and their associated liabilities. Old scheme claims account for $800m of scheme liabilities with a further $200m relating to new scheme large claims. The Manager, CTP (Old Scheme) will support the Executive General Manager, CTP to drive releases/savings from these portfolios by driving optimal performance.

The Manager, CTP (Old Scheme) is responsible for managing a team within the CTP Division to achieve relevant KPIs and targets for all associated themes. The incumbent will also be responsible for setting performance KPIs and targets relevant to the above themes. The Manager is also responsible for oversight and management of Allianz to implement claims projects and practices relevant to the above areas of focus.

2. Reporting/Working Relationships (To whom the person reports, staff for whom the person is responsible, and other significant connections and working relationships within the organisation.)

The Manager, CTP (Old Scheme) will work under broad direction, reporting to the Executive General Manager, CTP (EGM). The role will have line management responsibility over Senior Claims Advisors and Claim Support Officers working on the large and targeted claim projects, and other scheme crucial initiatives as directed by the EGM. They will work closely with the Manager, CTP (New scheme), Strategy Support Manager, other CTP Division staff and key organisational staff. The role is also accountable for overseeing operational issues relating to the legal panel.

The incumbent will be required to develop close working relationships with key stakeholders and service providers, in particular, the Claims Manager and Defendant Legal Panel.

Overall operational claims management of MAC CTP, Allianz and the Legal Panel is overseen by the Manager, CTP (Old Scheme) and the Manager, CTP (New Scheme) positions. Responsibilities between the two positions may be adjusted from time to time or shared to achieve optimal performance as and when required. This flexibility is necessary to protect scheme value and to enable MAC to quickly adjust to the changing dynamics under a claims 'run off'.

3. Special Conditions (Such as non-metropolitan location, travel requirements, frequent overtime, etc.)

- Some out of hours work may be required.
- Some interstate travel may be required.

4. Statement of Key Outcomes and Associated Activities (Group into major areas of responsibility/activity and list in descending order of importance.)

The Manager, CTP (Old Scheme) is responsible for the active management of 'Old Scheme' CTP and large claims (over $700,000 in value) and associated claims initiatives. This involves the management of a team whereby the main accountabilities are old scheme performance, audit and Claims Manager service performance, this includes:

- Managing strategic and business planning processes for 'Old Scheme' claims and contributing to the business planning process for CTP.
- Managing and monitoring service providers in respect of the Manager, CTP (Old Scheme) core accountabilities and primary accountability for MAC's performance on those themes ensuring that delivery is consistent with strategy, including:
    - Ensuring statistical reports provided by the Claims Manager are analysed and trends assessed to highlight issues that need to be monitored and addressed;
    - Review reports relating to Claims Manager performance and report to the Executive General Manager, CEO and when required, the MAC Board; and
    - Create proposals for improvement.
- Developing and implementing policies on claims management initiatives relevant to the old scheme, to achieve tactical performance and drive performance. This includes evaluating results of program activities against objectives.
- Educating Claims Management staff in consistent application of 'Old Scheme' legislation.
- Determining, in consultation with the internal analytics team and scheme actuary, trends that should be monitored and seek information and observations to assist in the actuarial valuation process.
- Recommending and setting performance KPIs and targets relevant to old scheme performance, audit, service and Claims Manager performance initiatives.
- Managing all resources allocated to the team efficiently, including preparing and maintaining budgets at the direction of the Executive General Manager, including anticipating emerging issues and clearly specifying the quality and quantity, resources and timing of outputs.
- Chairing key Governance forums over MAC, the Claims Manager and Defendant Legal Panel.
- Establishing and maintaining productive working relationships with key external and internal stakeholders, particularly the Claims Manager.
- Presenting progress on initiatives internally, to service providers and at the MAC Board level.
- Decision making in regards to claims files and directions to the Claims Manager on those files.
- Primary accountability over any CTP related business theme or activity, as delegated or directed by the Executive General Manager.
- Developing the ability of others to effectively perform and contribute to the organisation by providing ongoing feedback opportunities for development and growth

- Exercising delegations to ensure efficient running of their team.
- Undertaking other duties and projects as directed by the Executive General Manager.

Contribute to a safe and healthy work environment, free from discrimination by promoting and implementing the principles of public administration and personnel management in particular, Equal Opportunity, and Work, Health & Safety and by adhering to appropriate legislative requirements.

Certified Correct: ……..... ...../...../.....

Acknowledged by Occupant: .....… ...../...../.....

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS (Those characteristics considered absolutely necessary).

1. Educational/Vocational Qualifications).

- Relevant tertiary qualifications (e.g. Business or Insurance) or relevant work experience.

2. Personal Abilities/Aptitudes/Skills (Related to the job description and expressed in a way which allows objective assessment).

- Ability to manage and interpret detailed information, summarise and concisely report on it with a high degree of accuracy and attention to detail and provide direction to other staff in the preparation of materials for presentation.
- Ability to lead consultative forums, chair meetings and presentations to move groups to conclusions on complex materials.
- Ability to identify and analyse problems, including the identification of emerging issues, generating and evaluating solutions and making recommendations.
- Ability to plan schedule and deliver on team accountabilities and contribute to planning and scheduling of the division.
- Ability to make informed, effective and timely decisions.
- Ability to think strategically, including the ability to define problems within a strategic context, and implement change initiatives.
- Establish and maintain productive relationships with key internal and external stakeholders.
- High quality oral and written communication with persons at all levels.
- Sound interpersonal, team and leadership skills and the ability to guide and coach staff and identify and address development opportunities.
- Sound time management and organisation skills.

- Aptitude for sound decision making within delegations.
- Ability to competently operate word processing, spreadsheet and other PC based tools.

3. Experience

Demonstrated experience in:

- Management of CTP or other personal injury claims in a common law jurisdiction.
- Building and leading an effective and productive team and driving performance, development and outputs.
- Formulating and executing appropriate solutions and negotiating successful outcomes in an innovative and resourceful manner.
- High level report writing, including presentations and Board Papers.
- Relationship management.

4. Knowledge

- Sound knowledge of the principles of personal injury compensation under common law and the legislation that governs it.
- Ability to interpret and apply legislation.
- Sound knowledge of contract law and the ability to interpret and apply contract provisions.
- Understanding of the functions and operation of the various levels of Government, Parliament, legislative processes and judicial systems.
- Understanding the principles and methodologies used to measure the performance of contracted service providers.
- A knowledge of Government decision making, administrative structures and processes.
- Knowledge of WH&S legislation and related codes of practice.

PERSON SPECIFICATION

DESIRABLE CHARACTERISTICS (To distinguish between applicants who have met all essential requirements).

1. Educational/Vocational Qualifications (Considered to be useful in carrying out the responsibilities of the position).

- Tertiary qualifications in law, business, statistical sciences or finance.

2. Personal Abilities/Aptitude/Skills Experience

- Advanced skills in:
  - Project management.
  - Stakeholder relations.

3. Experience

- Personal injury claims management or legal practice regarding personal injury.
- Management of CTP or other personal injury claims in a common law jurisdiction.

4. Knowledge

- Knowledge and understanding of the *Motor Vehicles Act 1959* and the *Civil Liability Act 1936.*
- Detailed knowledge of various Acts, Rules and procedures of the Magistrate's, Districted and Supreme Courts of South Australia.
- Understanding the structure and legislation pertaining to Interstate CTP Schemes.
- Understanding of the role and functions of the Motor Accident Commission and *Motor Accident Commission Act 1992*

Acknowledged by Applicant ...../...../.....