



Title	Underwriting & Technical Services Manager	Classification	L8
Number	932156	Group	Insurance Operations
Reports to	Insurance Advisory & Underwriting Manager	Division	Government Insurance
Supervises	5	Section	Insurance Advisory & Underwriting

Commission Overview

The Insurance Commission of Western Australia (Insurance Commission) is a Government Trading Enterprise that provides motor injury insurance to Western Australian motorists and manages the self-insurance arrangements of the Western Australian Government through its Government Insurance division. The Insurance Commission also invests and manages funds to meet insurance liabilities, and advises Government on insurance.

Our Values

We are committed to a high performance culture which values accountability, professional integrity and respect.

Business Unit Overview

The Government Insurance business unit administers the RiskCover Fund, the Government of Western Australia's self-insurance scheme, and through this scheme provides high quality and efficient self-insurance for Government departments and authorities (clients). The Division also manages Compensation Industrial Diseases Fund, the Insurance Commission General Fund, and the Government Insurance Fund. The Division also administers claims lodged against the WorkCover Default Fund and the Post Separation Medical Benefit Scheme for former Police Officers. The Division also provides advice to Government on insurance and risk management matters and arranges the Reinsurance Programs for both the RiskCover Fund and Motor Injury Insurance Funds.

Position Overview

Responsible for the strategic leadership of the Underwriting and Technical Services team.

Position Responsibilities

- Leads and manages a team of underwriters, ensuring effective leadership, capability building, and continuous performance improvement through structured training and development plans.
- Leads the Underwriting and Technical Services Team in delivering integrated underwriting, advisory, and training services across property, casualty, financial, and specialty lines.



- Develops workforce succession plans and talent pipelines to ensure continuity of underwriting expertise and leadership aligned with strategic workforce planning goals.
 - Supports the Insurance Advisory and Underwriting Section Manager and General Manager Government Insurance in delivering strategic and operational objectives, including active contribution to the development and implementation of the Government Insurance Division Business Plan and Budget.
 - Maintains a focus on the achievement of divisional and organisational objectives by working efficiently, collaboratively and taking responsibility for managing own work and delivery of expected outcomes.
 - Supports and works collaboratively with the reinsurance and client relationship management teams to achieve common objectives including presenting to clients and client related forums on insurance and insurance related topics.
 - Provides expert underwriting and insurance advisory services to clients and internal stakeholders, including contract-related, technical commercial insurance advice, training, and insurance program placement facilitation.
 - Underwrites property, casualty, financial and speciality lines classes of cover for the RiskCover Fund.
 - Establishes and maintains underwriting standards, methodologies, and governance practices that align with industry best practice and ensure compliance, transparency, and audit readiness.
 - Monitors portfolio performance and recommend strategic adjustments to achieve planned underwriting results.
 - Identifies and assesses underwriting risks and implement strategies to mitigate exposure across portfolios.
 - Ensures the cover provided by RiskCover aligns with commercial insurance product developments, emerging risks, and broader risk financing and transfer trends in the insurance market.
 - Reviews and updates key insurance documents, including RiskCover's Cover and Fund Guidelines and Directors and Officers Liability policy, ensuring they reflect current market conditions, public policy developments, and best practices.
 - Develops and maintains effective partnerships with key agency personnel to promote the Insurance Commission and Government Insurance Division.
 - Provides ongoing training and education on underwriting matters.
 - Actively engages with key insurance industry participants (e.g. brokers, underwriters and industry bodies) to maintain market awareness and inform strategic decision making.
 - Contributes to continuous improvement and innovation in all activities, including leveraging emerging technologies and digital tools to maximisation of opportunities to harness technology to optimise productivity.
 - Contributes to a positive work environment that reflects the values of the Insurance Commission.
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Corporate Responsibilities

- Exhibits accountability, professional integrity and respect consistent with the Insurance Commission's Values and Code of Conduct, and the public sector Code of Ethics.
 - Ensures all correspondence is to a professional standard consistent with the style guide.
 - Performs other duties as directed.
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Work Related Requirements

Capability to:

1. Empower, motivate, develop and focus a team of professionals in a climate of organisational change, ensuring capability growth and high performance in a regulated environment.
 2. Lead a collaborative, results-driven underwriting and technical services team, fostering a constructive and inclusive work environment built on mutual respect, diversity, and shared accountability.
 3. Build and manage strong internal and external networks and communicate complex technical information clearly and persuasively using advanced verbal, written, and presentation skills.
 4. Lead the design, implementation, and review of underwriting frameworks and strategies that align with organisational goals and respond to portfolio performance and emerging risk trends.
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Pre-employment requirements

- A satisfactory National Police Clearance no more than six months old
 - 100 point identity check
 - Satisfactory evidence of Australian residency status or the right to work in Australia
 - Satisfactory evidence of essential qualifications or Professional Memberships (where applicable)
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Award/Agreement

Government Officers (Insurance Commission of Western Australia) Award 1987

Government Officers (Insurance Commission of Western Australia) General Agreement 2024

Certification

Approved by the delegated authority and registered on:

2 February 2026