



Title	Insurance Account Manager	Classification	Level 4/5
Number	Generic	Group	Insurance Operations
Reports to	Senior Insurance Account Manager	Division	Government Insurance
Supervises	0	Section	Insurance Advisory and 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

Provides quality insurance advice to a portfolio of agencies. This includes developing and maintaining relationships, responding to insurance related enquiries and managing their insurance renewal cycle.

Position Responsibilities

- Manages an allocated portfolio of client agencies.
- Proactive approach to all aspects of service delivery to clients, ensuring needs are identified and met in line with the agreed service plans.
- Actively engages with clients to identify client's insurance needs and develops solutions to address identified needs.



- Develops and maintains effective relationships with key agency stakeholders.
 - Proactively maintains an awareness of agencies' risk exposures through structured engagement with the agency and by reviewing the self-insurance risk declaration, Annual Reports, government budget papers, media reports etc.
 - Reports progress and achievement of insurance service deliverables to clients and the Senior Insurance Account Manager.
 - Actively promote the Insurance Commission and RiskCover Fund.
 - Maintains a thorough understanding of all major classes of insurance and keeping abreast of technical and product developments and industry trends.
 - Presents to clients including client boards on insurance and insurance related matters.
 - Prepares and presents renewal reports to clients in accordance with agreed service plans.
 - Reviews and validates all agency insurance related documentation, including premium.
 - Analyses client performance and reports trends to the Client Relationship Manager, clients and other stakeholders, and provides claim based reports.
 - Provides training and education to clients on insurance matters.
 - Ensures Fund contributions (premiums) are collected by the due date.
 - Contributes to continuous improvement and innovation in all activities, including maximisation of opportunities to harness technology to optimise productivity.
 - Actively works within a supportive team environment that embraces change, innovation and quality customer service.
 - Contributes to the development of the Government Insurance Business Plan.
 - Provides advice to clients on straightforward insurance related contractual matters and facilitates engagement with the Technical Services team on more complicated contract related queries.
 - Provides cover advice to Commercial Claims Section on complex claims.
 - Facilitates placement of Directors and Officers Liability cover and provides support for claims notification and claims management.
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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. Apply contemporary practices in commercial insurance underwriting, client servicing, and provide commercial insurance advice with knowledge of the relevant principles and practices of risk management, injury management and/or claims management



2. Work as part of a team that exhibits a constructive and collaborative working environment characterised by diversity and tolerance.
3. Establish networks and effectively communicate with a diverse range of people using verbal, written and presentation skills.
4. Work with a customer service focus with proven ability to work in partnership with clients, establish relationships, anticipate client needs and develop tailored service plans.

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:

8 July 2024