

# Role Statement

<b>Role title</b>	Manager, Insurance Services South Australian Government	<b>Classification</b>	ASO8
<b>Branch</b>	Financing Authority (SAFA)	<b>Type of Appointment</b>	Ongoing
<b>Section</b>	Insurance & Strategic Projects	<b>Position Number</b>	M04893
<b>Approved by</b>	Chief Executive Officer, SAFA	<b>Date</b>	August 2025

## Department of Treasury and Finance

The Department of Treasury and Finance is the lead agency for economic, digital and financial policy outcomes.

We play a vital role in providing financial services to the community and economic and fiscal policy advice as well as digital services to the Government of South Australia.

The Department of Treasury and Finance actively promotes flexible working arrangements and values diversity in the workplace.

## Our Purpose

We are *the Government's trusted fiscal, economic, digital and policy advisor*.  
We work to ensure *South Australia is a thriving, prosperous State now and in the future*.

## Who we are



### Talented, Clear Eyed and Curious

We are analytical, evidence based, innovative and creative.



### High Performing

We are known for achieving successful and timely outcomes.



### Trusted Partner

We work better together. We lead, partner, and collaborate to help solve the big challenges.



### Agile

We organise around opportunities critical to our state and are flexible in responding to challenges.



### Fulfilled and Fun

We take the work seriously and ourselves less so - we support each other in the pursuit of excellence and make Treasury a great place to work.

## What we are known for

*A world class Treasury and Finance.*  
*A high performing agency that seizes opportunities, addresses the big challenges, and is a destination employer providing rewarding careers.*

## Branch/Section

SAFA functions as the central financing authority, captive insurer and manager of the passenger and light commercial fleet operations for the Government of South Australia. SAFA plays an integral role in the overall management of the State Government's finances and risks, harnessing economies of scale and relevant expertise in wholesale financial markets and insurance markets to provide a range of treasury, insurance and vehicle fleet management services to public sector clients, set by its strategic direction.

Insurance services include underwriting the South Australian Government self-insurance arrangements, the provision of technical and policy advice to the South Australian Government on insurance related matters, assisting government agencies to transfer risk to the commercial insurance market, the provision of reinsurance services and other insurance related activities as required by the Treasurer, management of property claims and the recovery of claim losses from reinsurers, as well as assisting with the management of legal, financial and reputational risks of the Government of South Australia.

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## What this role is responsible for

Ensure the optimal performance of the Insurance Services section through:

- Promoting a culture of excellence and accountability for both staff and service providers
- Developing, planning and leading the implementation of strategic and operational initiatives including the management of change and disruption to established processes
- Maximising productivity of available resources through appropriate allocation of tasks and responsibilities
- Developing and maintaining an appropriate system for monitoring workloads and deadlines; leading discussion at team meetings
- Providing regular, specific feedback on work of team members identifying, in consultation with staff, opportunities for development of the team and individual team members
- Utilising, managing and continuously improving the Insurance Services modules of SAFA's insurance system
- Participation in the Department of Treasury and Finance Performance Management Program, including the appraisal of team members

Lead the provision of insurance services to the South Australian Government by:

- Developing and leading customer engagement frameworks for the Insurance Services section
- Ensuring a range of innovative risk transfer and technical advisory services are available to customers and stakeholders

Ensuring insurance services and advice support whole of government outcomes, promote SAFA's reputation and brand and align with customer experience and risk appetite

- Coordinating the renewal of the SAFA Agency Agreement, including the collection and analysis of underwriting information, approving conditions of cover and allocating premiums, invoicing and debt collection
- Collaborating with SAFA's actuary on the calculation and allocation of premiums for the SAFA Agency Agreement

- Leading the collection, collation and analysis of information to inform market submissions for reinsurance programs and commercial insurances
- Working collaboratively with the Director Insurance and Strategic Projects and the Manager, Claims Services in the development of the marketing material which differentiates and presents South Australian risk profile in the best possible manner in support of the State's reinsurance renewal
- Liaising with SAFA's insurance broker to provide instructions and advice on commercial insurance placements, including and feedback and advice on policy wordings
- Monitoring policy placement documentation and wordings for accuracy and timeliness
- Coordinating the procurement activities of the Insurance Services section including procurement of insurance broking services, actuarial services and building indemnity services
- Leading the development of government policy in respect of insurance
- Promoting good limitation of liability principal across Government
- Providing written advice and recommendations on Insurance Services activities for the SAFA Advisory Board, SAFA Management, the Chief Executive Officer and Treasurer

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### Who this role reports to

- Reporting to the Director, Insurance and Strategic Projects, the Manager, Insurance Services will lead and mentor a team of insurance advisors and property claims officers and will also work collaboratively with the, Manager, Claims Services.

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### Key Relationships/Stakeholders

- The Manager, Insurance Services is required to have strong, collaborative relationships with SAFA's customers, as well as stakeholders both internal and external to government.
- The Manager, Insurance Services is also required to have a strong, collaborative relationships with across government insurance broker, actuary, as well as SAFA's customers across government.
- In addition to the above, the Manager, Insurance Services is required to have strong working relationships with the SAFA Advisory Board, various other branches in the Department of Treasury and Finance, the Treasurer's Office, the Crown Solicitor's Office, as well as lead Government agencies such as the Department for Transport and Infrastructure, SA Water, the Departments for Health and Wellbeing and Consumer and Business Services.
- The Manager, Insurance Services will also work closely with other sections of SAFA, particularly Finance (encompassing IT support) and the Office of the Chief Executive.

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### Special Conditions

- The position holder will be required to visit customers from time to time to discuss insurance related issues. Some agencies are located outside of Adelaide and the Manager, Insurance Services will be required to travel to those locations.
- Interstate travel will be required to make underwriting submissions to SAFA's reinsurance panel.

- Overseas travel may be required to make submissions to international underwriters.
  - Applicants will be required to undergo the appropriate and relevant employment screening assessment(s) required for this role in line with the department's Employment Screening Policy.
  - This role requires:
    - National Police Check
    - General Employment Probity Check
    - Working with Children Check
    - Security Clearance (including Baseline, Negative Vetting Level 1 or Level 2, Positive Vetting)
    - Other:
  - Some out of hours work may be required. Intrastate and interstate travel may be required.
  - The incumbent will be required to participate in the Departmental Performance Management Program.
  - The incumbent may be required to be assigned to other positions at the same remuneration level across the department.
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### Essential Expertise

- Significant experience in the placement of complex insurance programs, including principal arranged contract works for major infrastructure projects, parametric and alternative risk transfer solutions and liaison with global insurance and reinsurance markets.
- Demonstrated ability to understand the nature of Government or complex organisations and to respond appropriately to matters of political sensitivity.
- Demonstrated ability to work collaboratively across teams to achieve outcomes.
- Demonstrated high level communication skills suitable for effective communication with the highest levels of government and industry.
- Ability to develop, interpret, review and implement critical policy instructions.
- Demonstrated negotiation skills.
- Demonstrated capacity to operate under tight deadlines with a significant degree of autonomy.
- Demonstrated ability to develop and express a persuasive business argument (verbally and in writing).
- Capacity to exercise a high level of independent judgement and original thinking.
- Demonstrated ability to analyse and conceptualise problems, formulae and execute appropriate solutions and achieve successful outcomes in an innovative and resourceful manner.
- Significant people management experience in the private and/or public sector at a senior level, particularly in relation to insurance.
- Significant project management experience and/or experience in the development of innovative business solutions in support of customer service and delivery efficiencies, in an insurance context.
- Significant experience in the development of insurance and risk solutions for complex organisations operating in regulated or politically sensitive environment.
- Significant experience in the development and administration of contracts and the management of relationships with service providers.
- Experience in premium setting and experience in the development of public policy.
- Experience in the collection, collation assessment and management of large volumes of data.
- Sound knowledge of global insurance markets and trends.
- A sound knowledge of underwriting and/or insurance broking principles and practices, as well as the application of actuarial data in insurance settings.
- An understanding of insurance claim management principles and practices.

- Demonstrated experience in the application of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion.
- An understanding of the legislative requirements of the *Work Health and Safety Act 2012*.
- An understanding of and ability to work/manage to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.

### Desirable Expertise

- Associate member of the Australian Insurance Institute or equivalent professional qualification; or
- A tertiary qualification in Business, Law or Management