POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Division: Strategic Policy and Finance Group

Business Unit: ACT Insurance Authority

Position Title: Claims Officer

Position Number: P61917

Classification: ASO5

Location: Canberra City

Last Reviewed: October 2026

DIRECTORATE OVERVIEW

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the public sector and works collaboratively both within government and with the community to achieve positive outcomes.

As a central agency, CMTEDD provides strategic advice and support to the Chief Minister, the Directorate's Ministers and the Cabinet on policy, economic and financial matters, service delivery, whole of government issues and intergovernmental relations. The Directorate facilitates the implementation of government priorities, drives initiatives as well as leads the strategic direction for the ACT Public Service (ACTPS), to ensure that it is well positioned to perform its role.

DIVISION OVERVIEW

The Strategic Policy and Finance Group within Treasury is made up of 3 sub-groups:

- **ACT Insurance Authority (ACTIA)** is a Statutory Authority, providing insurance, claims and risk management services for the ACT Government. The Authority also administers the Office of the Nominal Defendant of the ACT, for default claims under the ACT Motor Accident Injury Scheme and the Default Insurance Fund, for default claims under the ACT Private Workers' Compensation Scheme.
- **Shared Services Finance (SSF**) is responsible for providing essential services to the ACT Government directorates including financial accounting and reporting, accounts payable and receivable, taxation and banking services.
- **Investments and Borrowing (IB)** is responsible for the management of the ACT's assets and liabilities including superannuation liabilities and investments.

BUSINESS UNIT OVERVIEW

The Australian Capital Territory Insurance Authority (the Authority) is established under the ACT

Insurance Authority Act 2005 (the Act).

The Authority's role is to manage the self-insurance arrangements of the ACT Government, to perform the function of Fund Manager for the Default Insurance Fund (DI Fund) and the statutory office of the Nominal Defendant. The DI Fund manages workers compensation claims that occur where an employer does not hold an ACT Workers Compensation policy, or where an insurer is unable to meet the costs of its workers compensation claims. The Nominal Defendant manages Motor Accident Injuries Scheme (MAIS) claims that arise when a motor vehicle is uninsured, unidentified, or subject to an unregistered vehicle permit.

The Act establishes the Authority as the ACT Government's captive insurer providing insurance services to all ACT Government directorates and statutory authorities, to meet the insurable claims and losses of ACT Government agencies. The Authority manages an annual insurance and reinsurance program to ensure cover in various insurance classes (Public Liability, Medical Malpractice, Property, Director's & Officer's etc) for the Territory.

Additionally, the Authority provides risk management support to Territory Directorates and Agencies, through generic and tailored training sessions, both in person and through an e-learning platform, and conducts annual inspections of Territory property assets to identify risks and works with the Agency to control the hazards.

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration, and innovation, as well demonstrate the related signature behaviours.

POSITION OVERVIEW

As a Claims Officer you will be part of the Claims Management team which manages various types of claims made against the Territory, the Nominal Defendant and the DI Fund. You will liaise with solicitors, ACT Government Directorates, insurance assessors and claimants and will work closely with all ACTIA staff to meet the operational objectives associated with the delivery of ACTIA functions.

WHAT YOU WILL DO

The primary responsibilities for this position are to:

1. Under general direction, manage a portfolio of insurance claims to resolution in an orderly, timely and cost-effective manner;
2. Be responsible for maintaining the accuracy and integrity of the data contained within the claims management systems;
3. Liaise where appropriate with ACT Government agencies, claimants, solicitors, insurers, employers, doctors, rehabilitation providers, investigators and debtors;
4. Work closely with all ACTIA staff to meet the operational objectives associated with the delivery of ACTIA functions; and
5. Provide advice to the Manager Claim Services as required on claims issues.
6. This position does not involve supervision of staff.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Sound knowledge and understanding of the principles applying to insurance claims;
2. Demonstrated ability to work both independently and in a team environment to achieve outcomes, including balancing competing priorities and meeting deadlines;
3. Proficiency in the use of the Microsoft Office suite of products and insurance claim management systems;
4. Demonstrated ability to manage your assigned workload in an electronic file management environment, with a focus on accuracy and attention to detail; and

Behavioural Capabilities

1. Strong communication (oral and written) and interpersonal skills, including the ability to develop effective working relationships with all staff and stakeholders whilst being mindful of the need for discretion and confidentiality;
2. Understanding of public service values covering ethical standards and a demonstrated self-awareness, professionalism and a proven commitment to the ongoing integration of workplace respect, equity and diversity work practices and workplace health and safety principles and practices.

Highly Desirable:

Applicants do not need to have previous experience and qualifications in the insurance/legal industry or related discipline, but this will be highly regarded.

A sound knowledge and understanding of the *Civil Law (Wrongs) Act 2002* and/or the *Motor Accident Injuries Act* 2019 will be highly regarded.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Claims Officer and indicates how frequently each of these requirements would be performed. Please note that Cultural Facilities Corporation is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

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ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently

Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Frequently

STANDARD HOURS	**FREQUENCY**
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Never
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	**FREQUENCY**
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	**FREQUENCY**
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	**FREQUENCY**
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

TRAVEL	**FREQUENCY**
Frequent travel – multiple work sites	Never
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	**FREQUENCY**
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g., forklift	Never

Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	**FREQUENCY**
Uniform required	Never
Personal Protective Equipment (PPE) required	Never