# POSITION DESCRIPTION

**Directorate:** Chief Minister, Treasury and Economic Development Directorate

**Division:** Strategic Policy and Finance Group

**Business Unit:** ACT Insurance Authority

**Position Title:** Director, Insurance

Position Number: PN55575

Classification: Senior Officer Grade B (SOGB)

Location: Canberra City

Last Reviewed: February 2026

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.

## DIRECTORATE OVERVIEW

The Chief Minister, Treasury and Economic Development Directorate (CMTEDD) lead 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, namely:

- The **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 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's captive insurance model protects the ACT Government budget from a range of catastrophic and accumulated risk exposures through its reinsurance arrangements, and the accumulation of a fund reserve to meet the cost of future asset losses and legal liabilities that occur as a result of the activities of Government.

The Authority works to protect the assets and services of the Territory by providing risk management and insurance services to a large and diverse group of ACT Government client agencies and entities.

The Authority manages an annual insurance and reinsurance program to ensure cover in various insurance classes (Public Liability, Medical Malpractice, Property, Directors' & Officers' Liability etc) for the Territory.

The Authority also performs the function of Fund Manager for the Office of the Nominal Defendant of the ACT for default claims under the ACT Motor Accident Injuries Scheme, and the Default Insurance Fund, for default claims under the ACT Private Workers' Compensation Scheme.

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.

## POSITION OVERVIEW

The Director, Insurance is responsible for leading a small team (Insurance team) in the delivery of the insurance functions of the Authority.

The primary function of the position is to manage the Authority's captive insurance program including delivery of insurance and reinsurance outcomes appropriate to the ACT Government. The Insurance team is responsible for providing support, guidance, and education to stakeholders in relation to general insurance matters.

This position requires a leader with strong customer service skills, who is able to work collaboratively as part of an integrated leadership team, to design innovative solutions to meet stakeholder requirements, while delivering on the Authority's strategic objectives.

## WHAT YOU WILL DO

The primary responsibilities for this position are to lead the ACTIA Insurance function including:

1. Working collaboratively with the ACTIA leadership team to ensure that effective and appropriate insurance support is provided to ACT Government directorates and agencies;
2. Liaising with directorate and agency clients to prepare annual insurance declarations and submissions to support the Territory's self-insurance and reinsurance programs;
3. Delivery of the ACTIA annual reinsurance program including policies for all relevant general insurance classes (e.g. General Liability, Medical Malpractice, Property) and select direct insurance policies;
4. Lead and motivate the Insurance team, including the provision of coaching and the development of staff capability;
5. Managing the provision of assistance to directorates in relation to insurance queries and advice, as the insurance subject matter expert for the Authority;
6. Manage the delivery of insurance broker services provided under contract;
7. Supporting the Senior Directors and General Manager with various strategic objectives and projects aimed at delivering the Authority's strategic objectives;
8. Prepare briefs, submission, reports and other documents as required; and
9. Directly lead and supervise a small team.

## 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. Demonstrated ability and experience in the delivery of an insurance program in a private or public sector environment, including gathering and collating information from a variety of sources.
2. Extensive knowledge and understanding of insurance and underwriting principles and practices in the public and/or private sector and their application in an environment similar to ACTIA.

3. Excellent administrative and organisational skills, and a demonstrated ability to plan, prioritise, continually improve, co-ordinate, and manage timely workflows associated with a busy business environment.

4. High level skills in critical analysis and a proven ability to implement innovative solutions to achieve required outcomes in a complex environment.

### Behavioural Capabilities

1. Demonstrated leadership expertise in delivering agreed business outcomes and solutions by taking initiative, managing resources and setting clear direction, and by providing guidance and support to team members.

2. Demonstrated ability to establish and maintain effective and diverse strategic business partnerships, including with senior stakeholders; through collaboration, engagement, responsiveness and influence.

3. A sound understanding of and the ability to actively practice the guiding principles of working in the ACT Public Service, including but not limited to in the areas of management, values, non-discrimination, industrial democracy and general principles, as embodied in the Public Sector Management ACT 1994.

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director, Insurance (position number PN55575) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

| 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 | Occasionally |

| STANDARD HOURS | FREQUENCY |
|---|---|
| Flexible working hours (access to flex time) | Never |
| Fixed or specified start/finish times | Never |
| Expected to work extensive hours over a significant period due to the nature of the duties | Occasionally |
| Access to Accrued Days Off (ADO’s) | Never |
| Peaks and troughs | Frequently |
| 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) | Frequently |
| Working in a call centre environment | Never |
| Working directly with the public | Never |

| **PHYSICAL DEMANDS** | **FREQUENCY** |
|---|---|
| Distance walking (large buildings or inter-building transit) | Occasionally |
| Working outdoors | Never |

| **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 | Occasionally |
| Frequent travel – driving | Never |
| 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 |