

SAFA

South Australian Government
Financing Authority



Government
of South Australia



Perks
People
Solutions

CANDIDATE BRIEFING PACK

Manager Claims Services

About the South Australian Government Financing Authority (SAFA)

*SAFA works to ensure South Australia is a thriving, prosperous State now and into the future. Its core business is to provide world class **treasury, insurance, advisory** and **vehicle fleet** services to public sector clients.*

*SAFA is proud to play an integral role in ensuring the **State's finances and risks** are effectively managed via world class treasury expertise.*

Being responsible for a number of rare, high value / high-profile and diverse state level projects means that SAFA attracts a dynamic staff profile with exceptional career growth potential.

Key Service Divisions

Financial Market and Client Services provided by SAFA include raising funds from financial markets and on-lending the proceeds to clients and the General Government sector, as well as providing clients with investment, portfolio management and financial and risk advisory services.

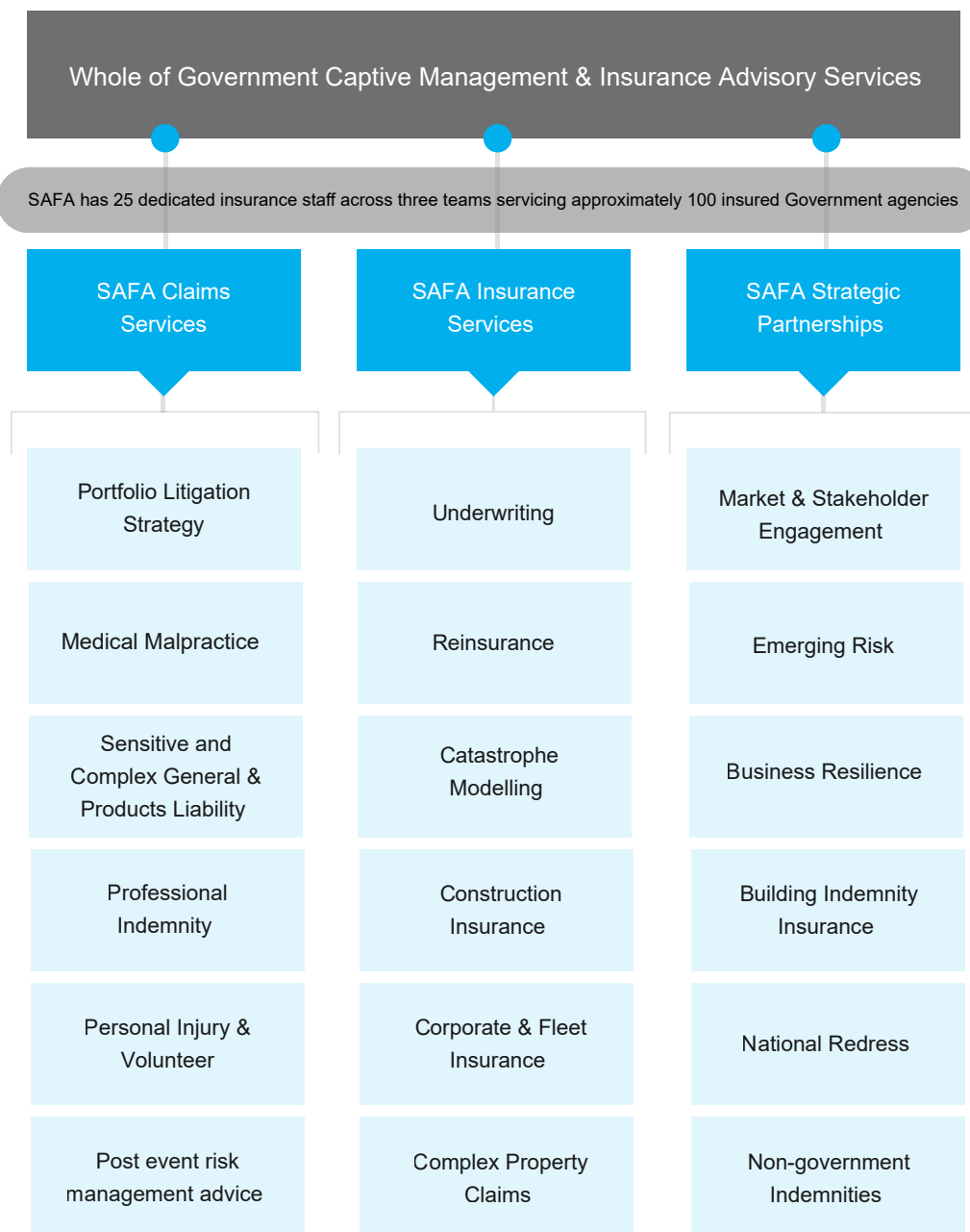
Insurance services provided by SAFA include the provision of whole-of-government catastrophe reinsurance, claims management, insurance cover and risk management advice and assistance to government agencies.

Advisory services provided by SAFA include up-front negotiation of new industry assistance packages, ongoing management of existing industry assistance contracts from continuing programs and one-off assistance packages and closing contracts as required. In addition, SAFA provides due diligence services and financial and risk advice to agencies.

Fleet services provided by SAFA include vehicle leasing and disposal, short-term hire, delivering the Members of Parliament and Judicial Remuneration Vehicle Schemes and policy advice regarding vehicle fleets.



Insurance Services Structure





Role Statement

Role title	Manager, Claims Services	Classification	ASO8
Branch	South Australian Government Financing Authority (SAFA)	Type of Appointment	Contract/Term
Section	Insurance & Strategic Projects	Position Number	M04882
Approved by	Chief Executive Officer, SAFA	Date	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 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.

The Manager, Claims Services plays a key role within SAFA's Insurance and Strategic Projects department by leading the delivery of complex liability claims management strategy and the provision of specialist advice. This role will make an important contribution to protecting our state's prosperity and that of South Australians in supporting the Government's captive insurance arrangements. The Manager, Claims Services, will also be expected to personally manage claims from reporting to settlement, and well as oversee the same for the Claims Services team.

What this role is responsible for

1. Leading the management of all aspects of the complex liability insurance claim portfolio reported to the Claims Services section including:
 - developing and successfully executing across government claim defence strategies at a portfolio level
 - actively managing SAFA's relationships with and the performance of legal advisors and investigators in relation to the execution of defence strategies and the delivery of legal advice and services across the liability claims portfolio.
 - developing and maintaining productive relationships with SAFA's key insurance customers, including the provisions of advice and support to Senior Executives and Ministerial Advisors
 - developing and maintaining productive relationships with SAFA's actuary and Finance division on the calculation and management of the outstanding claims liability and valuation of same
 - developing and maintaining productive relationships with SAFA's reinsurance broker and its reinsurer panel to support the placement of the State's reinsurance program and other commercial insurances as required.
 - overseeing and management of the recovery of claim losses from reinsurers
 - supporting the Manager, Insurance Services in the development of insurance cover and products, as well as the calculation and allocation of premiums for same
 - Preparing high quality written and verbal advice for the Director, Insurance and Strategic Projects, SAFA Chief Executive Officer, SAFA Advisory Board and Risk and Performance Committee
 - Preparing high quality written and verbal advice for the Under Treasurer and Treasurer, Cabinet and other ministers as required.
2. Ensuring the optimal performance of the Claims 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
 - maximizing 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

OFFICIAL

- providing regular, specific feedback on work performance of team members
 - identifying, in consultation with staff, opportunities for development of the team and individual team members
 - the provision of personal guidance and supervision in a “mentor” role
 - Participate as a member of SAFA’s management team and contribute to the overall performance of SAFA and its insurance function.
3. Leading the effective administration of the Claims Services Section and individual claims, including:
 - managing and monitoring claims from the point of notification to resolution, including the appointment, supervision and instruction of solicitors, loss adjusters, experts and other consultants
 - negotiating settlements with claimants on terms favorable to the Government
 - ensuring the recovery of claim expenses from third parties, as applicable
 - reviewing and assessing legal opinions
 - approving claims, payments and other decisions pursuant to the current delegated authority documented in SAFA’s policy manual.
 - preparing reports and recommendation to the Treasurer or other delegates for the approval of claims in excess of the Claims Manager’s delegation
 - ensuring that the terms of each Agency Agreement are applied and adhered to across all claims made on SAFA.
 - ensuring the preparation of claims related reports required for the maintenance of the Government’s catastrophe program.
 - preparing reports to the SAFA Advisory Board in relation to SAFA’s significant claims and associated claims management issues
 - providing other reports and analysis as required.
 - ensuring the data from the Risk Console claims database system meets the reporting requirements of SAFA.
 4. Providing assistance and advice to staff across government regarding insurance and claims management practices and procedures to ensure equitable claims outcomes and resolution of claims.
 5. Supporting the collection, collation and analysis of information to inform market submissions for reinsurance programs
 6. Working collaboratively with the Director Insurance and Strategic Projects and the Manager, Insurance 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
 7. Responsible for the development and maintenance of a Claims Procedure Manual as a reference guide for Claims staff of SAFA and agencies to ensure consistency across the public sector.
-

Who this role reports to

- This Manager, Claims Services reports to the Director, Insurance and Strategic Projects and works collaboratively with SAFA’s Insurance Services team.
-

OFFICIAL

Key Relationships/Stakeholders

- The Manager, Claims Services is required to build productive relationships with SAFA's Insurance customers and stakeholders, including government agencies and statutory authorities, external and internal solicitors (including Managing Counsel and Deputy Crown Solicitors), insurance brokers and actuaries, as well as other service providers and other divisions within the South Australian Government Financing Authority.

Special Conditions

- 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.

Essential Expertise

- Significant experience in the management of a portfolio of complex, sensitive and high value liability insurance claims.
- Demonstrated capacity to manage, motivate and develop staff to build a high performing team
- Significant people management experience in the private and/or public sectors at a senior level, particularly in relation to insurance
- Demonstrated ability to understand the nature of Government or complex organizations and to respond appropriately to matters of political sensitivity
- Demonstrated ability to work collaboratively across teams to achieve outcomes
- High level of skill in communicating, both orally and in writing, with all levels across the range of public sector agencies, including the demonstrated ability to liaise with and give instructions to loss adjusters, other experts, lawyers and counsel in relation to claims management matters.
- Demonstrated capacity for initiative, analytical thought and exercise of judgement.
- Demonstrated ability to establish trust, rapport and confidence with stakeholders, including client agencies, reinsurers, solicitors and other experts
- 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)
- Demonstrated ability to analyze and conceptualize problems, formulate and execute appropriate solutions and achieve successful outcomes in an innovative and resourceful manner

- A sound knowledge of claims management principles and practices, common law principles and relevant legislation.
- A sound knowledge and understanding of insurance principles and practices.
- Knowledge of current best practice claims management techniques.
- Detailed knowledge of legal practices and procedures, including mediation and settlement negotiation.
- 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

- Membership of a relevant professional body, e.g. Associate member of the Australian Insurance Institute or equivalent professional membership.
- Relevant post graduate qualification.



To find out more, please contact SAFA's
Recruitment Partner, Sally Warner from Perks
People Solutions on **(08) 8273 9291** or via email
swarner@ppsconsulting.com.au



**Perks
People
Solutions**