Insurance Manager

Reports to:	Chief Governance Officer
Supervises:	Nil
CHL capability band:	2

Primary purpose:	The Insurance Manager is responsible for the strategic management of CHL's insurance portfolio across all operating entities and special purpose vehicles (SPVs). The role ensures insurance arrangements are fit for purpose, cost-effective and aligned to organisational risk, while providing specialist advice on coverage, contractual risk allocation, claims management, renewals and emerging insurance risks.
Context:	This is an important role contributing to CHL's vision of a world without housing poverty and is a role model for CHL's values, vision and goals. Staff working at this level are expected to manage work practices for the health and wellbeing of staff and promote a positive and balanced approach to work.
Work health and safety:	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions.
Responsibilities:	1. Lead the strategic management of CHL's insurance portfolio across all operating entities and special purpose vehicles, ensuring coverage is aligned to organisational risk, operational needs and value for money. 2. Manage the annual insurance renewal program, including policy review, data coordination, broker engagement, insurer negotiations and market testing where required. 3. Review and optimise insurance arrangements to improve coverage, reduce duplication, address gaps and support effective claims outcomes. 4. Oversee insurance claims management, ensuring timely resolution, effective stakeholder coordination, accurate documentation and maximisation of recoveries. 5. Provide specialist advice on insurance requirements, contractual risk allocation and the insurance implications of projects, procurement, operations and organisational change. 6. Develop, implement and maintain insurance frameworks, procedures, registers and related documentation to support consistent and compliant practice. 7. Monitor contractor insurance requirements, policy compliance and emerging insurance risks, recommending actions to strengthen organisational resilience. 8. Prepare clear and insightful reports for Executive and governance forums on insurance performance, claims trends, risks, renewals and improvement initiatives. 9. Chair or facilitate insurance governance forums and deliver insurance awareness, guidance and training to support business capability.

	10. Build trusted relationships with internal stakeholders, brokers, insurers, legal advisers and other external partners to support informed decision-making and effective business outcomes. 11. Additional appropriate support to wider team and organisation.
Technical skills, experience and qualifications:	• Relevant tertiary qualification in Insurance, Risk Management, Business, Commerce, Law or a related discipline, or equivalent demonstrated experience. • Demonstrated experience managing complex corporate insurance programs, including policy placement, renewals, claims management and coverage optimisation. • Strong knowledge of commercial insurance products, contractual insurance requirements and insurance risk management principles. • Experience managing broker, insurer, legal adviser and external stakeholder relationships. • Demonstrated ability to analyse insurance risks, identify practical solutions and provide commercially sound recommendations. • Experience preparing executive-level reports and communicating complex insurance matters clearly to diverse stakeholders. • Well-developed analytical, negotiation, project management and problem-solving skills. • Strong written and verbal communication skills, with the ability to influence, advise and build effective working relationships. • Demonstrated commitment to CHL's purpose, values and the right of every person to safe, secure and affordable housing. • Sensitivity to, and understanding of, the needs of people experiencing housing insecurity, social disadvantage, disability, cultural diversity and other barriers to inclusion. • Satisfactory Police Check
Key capabilities:	**Technology –** Displays in-depth knowledge of technical applications relevant to the role. **Quality –** Contributes to enhancement of quality practices and ensures that own work meets quality requirements. **Solves Problems –** Uses experience and knowledge of work area to assist in the development of solutions for day-to-day problems. **Project Management –** Readily applies project management methodology to basic or routine projects to achieve stated objectives and/or outcomes. **Innovation and Creativity –** Demonstrates initiative and enterprise and supports others to work more effectively. **Gathers Information –** Draws on information from multiple sources to inform work practices. **Teamwork –** Offers constructive feedback and provides balanced and informed perspectives at team meetings. **Communication –** Confidently communicates with a range of audiences ensuring messages are concise, articulate and impactful using the most appropriate methods of communication.

	Integrity – Understands and models CHL's social, ethical and organisational standards and responsibilities in all interactions. **Autonomy –** Manages time and uses tools effectively to assist with planning and organising, referring to supervisors as required. **Nurtures Relationships –** Builds and sustains positive relationships with team members, stakeholders and clients. Anticipates and is responsive to client and stakeholder needs and expectations. **Probity –** Acts and at all times encourages others to operate within the boundaries of CHL processes, policies, and legal constraints.