

# Position Description



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|--------------------------|--------------------------------------------------|
| Position Title           | <b>Insurance Coordinator</b>                     |
| Position No              | 00089140                                         |
| Delegation Level         | 005                                              |
| Job Designation          | Officer                                          |
| Organisational Unit      | Insurance and Risk Advisory<br>Financial Control |
| Work Centre              | Brisbane                                         |
| Position Type            | Permanent                                        |
| Rail Safety Worker       | No                                               |
| Medical Fitness Standard | Refer to relevant business instructions.         |
| Performance Plan Type    | Team Member - PPR                                |
| Shiftworker              | No                                               |
| Classification (Range)   | AS5 .1 - AS5 .4                                  |
| Pay Scale Type           | ASPT                                             |
| Reports to Position      | Manager Insurance and Risk Advisory              |

## QUEENSLAND RAIL VALUES:

1 Queensland Rail - We do better together  
Treat others with respect - We appreciate everyone's contributions and differences  
Empower our people - We have confidence in our people  
Act Safely - We work safe, to go home safe  
Make a positive difference - We learn from today, to improve tomorrow

## Position Purpose

Provide administrative and coordination support to the development and implementation of Queensland Rail's Insurance Program, General Insurance Claims and third party claims process. Assist with claims tracking and reporting, documentation, stakeholder communication, and day-to-day operational activities to ensure insurance risk exposures are effectively managed in line with Queensland Rail's governance framework and business objectives.

## Position Responsibilities

1. Assist with the administration of corporate insurance policies, including maintaining accurate records, supporting renewals, and coordinating updates with internal and external stakeholders.
2. Facilitate the reporting processes for general liability and third party recovery claims to ensure complete, accurate, and timely information is available for decision-making and compliance.
3. Provide administrative support for the preparation and review of indemnity and insurance provisions in contracts, ensuring consistency with organisational guidelines.
4. Provide administrative support in relation to management of general insurance claims, including liaising with customers, insurers, brokers, and internal teams to support the resolution of claims, including gathering documentation and monitoring claim progress.
5. Prepare and distribute insurance-related documentation, reports, and correspondence, ensuring accuracy and compliance with organisational standards.
6. Support risk assessment activities by coordinating data collection, scheduling meetings, and maintaining risk registers or tracking tools.
7. Assist with insurance-related training and awareness activities by

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preparing materials, scheduling sessions, and maintaining attendance records.

8. Maintain an up-to-date understanding of insurance practices and trends relevant to Queensland Rail.

## **Additional Factors**

The appointee will be required to :-

- Comply with Queensland Rail's Code of Conduct;
- Observe all legal and safety obligations of the organisation;

## **What is the key selection criteria**

1. High level of skill in organisational and administrative tasks, including maintaining accurate records and managing documentation in a corporate environment.
2. Extensive knowledge in tracking and reporting process for operational activities, ensuring data accuracy and compliance with standards.
3. High level of skill in written and verbal communication with the ability to prepare correspondence, reports, and presentations for diverse audiences.
4. High level of skill in using office software (e.g., Microsoft Office Suite) and related tools for effective record-keeping, reporting, and communication.
5. High level interpersonal and coordination skills, with the ability to work collaboratively with internal and external stakeholders.
6. Sound knowledge of insurance principles, risk management practices, and governance frameworks.
7. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

## **Pre-employment Checks:**

Not Applicable

## **Health, Safety and Environment Responsibilities**

Comply with the overarching document called Health, Safety and Environment Responsibilities MD-11-6843 located in the Safety and Environment Management System.

## **Personal Protective Equipment needs:**

Refer to relevant business instructions.

## **Safety Publications**

Refer to relevant business instructions.

### **Please Note:**

Queensland Rail has a random alcohol and other drug testing program.  
Testing can occur anywhere, at any time, on any day.