

Position Description



Position Title	Manager Insurance and Claims
Position No	00034244
Delegation Level	004
Job Designation	Manager
Organisational Unit	Insurance and Claims Deputy CFO
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Lead Experts and Leaders
Shiftworker	No
Classification (Range)	Contract
Pay Scale Type	Contract
Reports to Position	Group Financial Controller

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

Manage and oversee Queensland Rail's Insurance Program to ensure it remains fit for purpose and appropriately supports the organisation's risk and governance framework. The role is accountable for the annual review, placement, and ongoing administration of the Insurance Program, and for overseeing the coordination and management of insurance claims and recoveries in accordance with established processes.

Position Responsibilities

1. Provide strategic oversight and management of Queensland Rail's Insurance Program, ensuring insurance coverage is adequate, cost effective, and aligned with organisational risk appetite, operational needs, and governance requirements.
2. Act as the primary liaison with Queensland Rail's external insurance broker, including negotiating placement terms within delegated authority and ensuring timely provision of accurate information to support program review, renewal, and ongoing management.
3. Oversee the end to end management of insurance claims, ensuring timely and appropriate outcomes, and drive continuous improvements in claims processes, reporting quality, and insights that support decision making and operational learning.
4. Manage and coordinate the recovery of costs from third parties in relation to damage to Queensland Rail property, including working with business areas to identify incidents, confirm third-party involvement, and quantify inspection, repair, and remediation costs.
5. Maintain appropriate records, reporting, and documentation relating to the Insurance Program, claims activity, and recoveries to support transparency, audit requirements, and governance obligations.
6. Engage with internal stakeholders to understand operational

Position Description



requirements and provide specialist advice on insurance coverage, claims implications, and risk transfer considerations.

7. Provide leadership, coaching, and performance oversight to the Insurance Coordinator, ensuring effective workload management, capability development, and delivery of high quality insurance and claims activities.
8. Provide insurance related advice and coordination for projects and contractual arrangements, in collaboration with Legal, Commercial, and Procurement, ensuring appropriate insurance requirements and risk transfer mechanisms are applied.

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. Extensive knowledge of managing insurance programs within a large or complex organisation, including policy review, placement, renewal, and ongoing administration.
2. High level of skill in coordinating insurance claims and recoveries, including working with internal and external stakeholders to achieve timely and appropriate outcomes.
3. Extensive knowledge of insurance principles, risk transfer mechanisms, and the ability to apply this knowledge to support organisational decision making.
4. High level of analytical and problem solving skills, including the ability to interpret insurance documentation, assess incident information, and prepare accurate reporting.
5. High level of interpersonal and communication skills, with the ability to build effective working relationships with stakeholders such as insurers, brokers, service providers, and internal business areas.
6. High level of skill in leading, supporting, and guiding staff to deliver high quality insurance and claims management activities.
7. Knowledge of and willingness to commit to 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.

Position Description



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.