

Position Description

General Manager Law Mutual – Part Time (22.8hrs/week)

Level

Negotiated CONTRACT

Note: Performance Indicators will form part of the employment contract

Service Team

Law Mutual

Date

Wednesday, 3 July 2024

The Law Society of Western Australia

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CPD ACTIVE

1. Position Objectives

The General Manager reports directly to the Chief Executive Officer. The position is required to:

- 1.1 Manage the operations of Law Mutual (WA) insurance arrangements and administration to enable it to achieve its strategic and operational objectives in accordance with the principles of good corporate governance and the requirements of the Law Mutual Business Plan, Legal Profession Uniform Law Application Act (2022) and Legal Profession Uniform Law (WA).
- 1.2 Enhance the performance of the Law Mutual team members responsible to the position using best practice standards, including customer service, continuous improvement, benchmarking of performance and staff empowerment.
- 1.3 Monitor best practice in the private sector and other similar organisations.
- 1.4 Significantly contribute to the overall objectives of the Law Society and Law Mutual (WA).

2. Key Accountabilities of the Position

Key Accountabilities	Standards of Performance
General Management	<ul style="list-style-type: none"> • Oversee implementation and ongoing development and review of the Law Mutual Business Plan and the Law Society Strategic Plan; • Oversee achievement of operating objectives; • Oversee implementation of processes and guidelines in operational areas; • Report progress to Professional Indemnity Insurance Management Committee and Chief Executive Officer; • Ensure meeting agendas and minutes are prepared and distributed in a professional and timely manner; • Attend all PIIMC meetings; • Attend PIIMC working group meetings; • Attend all Law Society Council meetings.
Insurance program management	<ul style="list-style-type: none"> • Responsible for annual placement and implementation of the arrangement for Professional Indemnity Insurance for legal practitioners in WA including insurance placement and recoveries, pricing, policy coverage, policy changes and claims analysis. • Report progress on a regular basis to Professional Indemnity Insurance Management Committee and Chief Executive Officer.
Claims management services	<ul style="list-style-type: none"> • Responsible for the claims management service in accordance with policies and procedures. • Manage claim files as required.

Risk management services	<ul style="list-style-type: none"> • Responsible for the oversight of risk management services in accordance with policies and procedures including: <ul style="list-style-type: none"> • An annual program of Risk Management seminars, webinars and workshops. • A risk management database (RDC), complementary to the existing claims database, to enable deep insight analysis into risks and causality • High frequency, high severity practices risk management recommendations and follow up • Risk management services to the Law Society as per the Central Risk Model Scope of Works.
Review and reporting	<ul style="list-style-type: none"> • Undertake annual reviews of direct reports. • Provide reporting and recommendations to the Professional Indemnity Insurance Management Committee to support it in undertaking its function to assist in the efficient running of Law Mutual (WA). • Liaise with Law Mutual's Brokers, Actuaries and third party providers as necessary.

3. Key Responsibilities

3.1 Skills Knowledge and Experience

Skills:
<ul style="list-style-type: none"> • Strategic: Demonstrated capability to facilitate business planning and implement long term business plans; • Communication: Demonstrated capability to clearly and succinctly communicate upwards and downwards in writing, and verbally, including through presentations; • Coordination and planning: Demonstrated ability to think logically, plan and work to plans. Ability to coordinate and facilitate teams to achieve desired outcomes.
Technical:
<ul style="list-style-type: none"> • Superior working knowledge of insurance portfolio management concepts, including understanding of key sub areas such as placement, pricing, reserving, claims development and policy wording. Sound working knowledge of risk management techniques and claims handling. Understanding of professional standards concepts.
Managerial:
<ul style="list-style-type: none"> • Main activities managed: direct management of insurance and risk management services; oversight of claims management; • Decision making on day to day issues affecting implementation and maintenance of all aspects of Law Mutual (WA) business relating to the position; • Contribute as a team member of the Senior Management Group of the Law Society; • Maintenance of the Work Health and Safety standards across Law Mutual (WA) in accordance with the Law Society Work Health and Safety Management Plan.
Persuasive:

<ul style="list-style-type: none"> • Ability to educate and persuade management at all levels; • Overall to ensure a culture of effective performance is established throughout Law Mutual (WA); • Regular communication with Professional Indemnity Insurance Management Committee and Chief Executive Officer on effectiveness of and activities within the organisation in relation to its strategic and operational objectives.
<p>Control:</p> <ul style="list-style-type: none"> • Manager Risk, Manager Claims, Insurance Services Officer and Insurance and Risk Administration Officer are direct reports; • Law Mutual (WA) staff referred to under Part 4. “Supervision of” in the Position Description are the responsibility of the General Manager; • The General Manager must monitor their performance and provide an environment in which they can achieve and feel valued.
<p>Impact:</p> <ul style="list-style-type: none"> • A number of short and long term measurements will be implemented to judge the General Manager’s contribution to the success of Law Mutual (WA).
<p>SPECIAL FEATURES OF THE JOB:</p> <ul style="list-style-type: none"> • Law Mutual (WA) has undergone a significant review of resources to enable it to achieve its strategic and operational objectives and satisfy its purpose. The General Manager is responsible to the Chief Executive Officer for the continual assessment of the efficiency and efficacy of the structure and processes and to instil a culture and discipline within all levels of the organisation to achieve those objectives.

3.2 Experience and Qualifications

- Legally qualified with a working knowledge and understanding in a relevant insurance environment;
- It would be desirable to either hold a current unrestricted practicing certificate or able to obtain one if required;
- Working knowledge of placement of insurance, professional indemnity insurance portfolio management including pricing and underwriting of risk and claims development patterns;
- Sound understanding of risk management and claims handling;
- Understanding of the legal profession and its structures and procedures;
- Significant knowledge of the Australian insurance industry;
- Proven ability to manage and lead in procedurally structured environment;
- Possess highly developed communication written, verbal and facilitation skills;
- Highly developed presentation skills to sophisticated audiences;
- Effective negotiation and conflict resolution skills;
- Flexible and adaptable approach to problem solving;
- Demonstrated high level of ethical behaviour;
- Some level of experience in insurance sales or service experience would be advantageous.

4. Organisational Relationships

Responsible to:	Chief Executive Officer
Supervision of:	Manager Claims Manager Risk Insurance Services Officer Insurance and Risk Administration Officer
Liaison (Internal):	Chief Executive Officer General Manager Corporate Services Manager Finance and Portfolio Professional Indemnity Insurance Management Committee Law Mutual staff All other General Managers of the Law Society Other service team staff Councillors
Liaison (External):	Insureds Auditors Actuary Underwriters Brokers Legal practitioners Legal Practice Board Other Government Agencies Community Organisations External Service Providers

5. Extent of Authority

- Operates under broad direction of the Chief Executive Officer;
- Accountable for ensuring all work is carried out to a high standard within the required deadlines;
- Works within established guidelines, procedures and policies of the Law Society and Law Mutual and statutory legislation.

6. Selection Criteria

Essential:

- Legal qualification
- Significant experience in managing a relevant insurance and/or legal environment;
- Significant experience in managing professional services negligence claims;
- Demonstrated understanding and knowledge of the legal profession and its structures and procedures;
- Significant knowledge of the Australian insurance industry;
- Proven ability to manage and lead in procedurally structured environment;
- Possess highly developed communication written, verbal and facilitation skills;
- Highly developed presentation skills to sophisticated audiences;
- Effective negotiation and conflict resolution skills;
- Flexible and adaptable approach to problem solving;
- Demonstrated high level of ethical behaviour.

Desirable

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- Experience in risk management for professional services;
- Experience in managing legal profession negligence claims.

Occupant: Vacant

Date Appointed:

Prepared by: Chief Executive Officer Law Mutual **Date Issued:**

Supervisor: Chief Executive Officer Law Mutual

Reviewed:

Approved by: Chief Executive Officer

No of Pages: 5

Reviewed:

Date: 3 July 2024