

	<b>POSITION DESCRIPTION</b> <b>AXA New Zealand</b>	
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(Version 1.1 Created /2010)

<b>POSITION TITLE:</b>	<i>Underwriting Research &amp; Technology Consultant</i>	<b>Last Modified</b>
		2010

<b>Functional Unit:</b>	Adviser & Customer Service	<b>Division/Team:</b>	AXA NZ
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<b>POSITION CODE:</b> <i>(completed by HR)</i>		<b>GRADE 1-9 /PACKAGED:</b> <i>(completed by HR)</i>	UW8
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**PURPOSE OF POSITION:**

- *To assist in the setting of and maintenance of AXA's underwriting philosophy and standards to ensure a market leading and innovative underwriting approach focused on providing an effective and efficient customer experience.*

<b>REPORTING TO (POSITION TITLE):</b>	<b>DIRECT</b>	<b>INDIRECT</b>
	<ul style="list-style-type: none"> <li>▪ <i>Chief Underwriter</i></li> </ul>	<ul style="list-style-type: none"> <li>▪ <i>Underwriting Research &amp; Technology Consultant (Aus)</i></li> </ul>

<b>NO. OF REPORTS:</b>	<b>DIRECT</b>	<b>INDIRECT</b>
	<ul style="list-style-type: none"> <li>▪ <i>0</i></li> </ul>	<ul style="list-style-type: none"> <li>▪ <i>0</i></li> </ul>

**KEY RESPONSIBILITIES:**  
*(include financial responsibilities)*

- *To assist the Chief Underwriter in the setting of and maintenance of AXA's underwriting philosophy and standards, applying own knowledge and expertise and sourcing internal and external specialist input as appropriate*
- *To assist the Chief Underwriter in creating and maintaining a market leading underwriting approach that is innovative and focused on providing an efficient and effective customer experience*
- *To assist the Chief Underwriter in maintaining the risk controls required to ensure compliance of underwriting approach with legislation and IFSA/other industry body requirements, including provision and maintenance of guidelines, ongoing training and development and auditing of underwriting operations*
- *To assist the Chief Underwriter with the creation, implementation and maintenance of an electronic underwriting solution and decision making rules, ensuring AXA maximises the potential of the solution and is protected from adverse risk exposure*
- *Continually seek opportunities to enhance underwriting decisions by reviewing reports and investigating management information generated by the electronic solution*
- *To provide technical advice and training to the underwriting operational managers and staff on matters of underwriting policy, standards and electronic solutions*
- *To assist with the building and maintenance of effective relationships with external stakeholders including reinsurers, regulatory bodies, government authorities, industry associations and adviser groups, ensuring AXA's underwriting approach is positioned appropriately in the external market*

**KEY MEASURES:**  
*(include financial targets)*

- *Financial Protection (FP) underwriting/claims profit*
- *Contribute to new sales of all FP products through an effective and innovative underwriting service and approach*
- *Adviser satisfaction in relation to underwriting policy and approach*
- *Compliance to underwriting policies and standards*
- *Special projects*
- *Underwriting Quality Performance*
- *Percentage of decisions made through an automated solution*
- *Performance appraisal*

<b>DECISION MAKING RESPONSIBILITY:</b>	<ul style="list-style-type: none"> <li>▪ <i>Exercise initiative and discretion within the bounds of delegated authority.</i></li> </ul>	
<b>KEY INTERNAL &amp; EXTERNAL CUSTOMERS:</b>	<b>KEY CUSTOMER</b>	<b>PURPOSE OF RELATIONSHIP</b>
	<ul style="list-style-type: none"> <li>▪ <i>Underwriting Managers</i></li> <li>▪ <i>Operations staff in Adviser &amp; Customer Service</i></li> <li>▪ <i>Product and Actuarial teams</i></li> <li>▪ <i>Management</i></li> <li>▪ <i>Project teams</i></li> <li>▪ <i>Marketing</i></li> <li>▪ <i>Distribution</i></li> <li>▪ <i>Reinsurers</i></li> </ul>	<p><i>Build internal relationships with key customers and stakeholders as outlined. This role reports to the Chief Underwriter located in AXA NZ Customer Services. However, day to day relationships will be linked closely to the Underwriting Operations function and with the Information Systems team. The incumbent will need to maintain effective relationships in both areas. On a day to day basis the role sits in the Underwriting team and will work closely with the team to ensure standards are upheld and training needs are met.</i></p>
<b>TECHNICAL COMPETENCIES:</b>	<ul style="list-style-type: none"> <li>▪ <i>Technical expertise and experience in life and disability underwriting</i></li> <li>▪ <i>Understanding of medical terminology and conditions and their application to risk assessment</i></li> <li>▪ <i>Understanding of basic personal and business financial accounts and their application in the risk assessment process</i></li> <li>▪ <i>Sound understanding of the financial services and insurance market</i></li> <li>▪ <i>Sound knowledge and understanding regarding financial protection products</i></li> <li>▪ <i>Knowledge and understanding of Australian and New Zealand legislation and relevant codes or practice</i></li> <li>▪ <i>Competitor and market knowledge(local and global)</i></li> <li>▪ <i>Mortality/morbidity and disease incidence</i></li> <li>▪ <i>Understanding of profit drivers of risk insurance business</i></li> <li>▪ <i>Understanding of the role of regulators</i></li> <li>▪ <i>Working knowledge of an automated or expert underwriting system from an underwriting perspective</i></li> <li>▪ <i>Experience of developing an underwriting philosophy and standards and applying business rules</i></li> </ul>	
<b>EXPERIENCE &amp; QUALIFICATIONS:</b>	<p><i>Experience</i></p> <ul style="list-style-type: none"> <li>▪ <i>Minimum of five years experience in an insurance operations underwriting role</i></li> <li>▪ <i>Electronic underwriting solution development, implementation and maintenance</i></li> </ul> <p><i>Qualifications:</i></p> <ul style="list-style-type: none"> <li>▪ <i>Insurance industry qualification an advantage (ANZIIF, ALU, ALHC/FLHC or international equivalent)</i></li> </ul> <p><i>Skills :</i></p> <ul style="list-style-type: none"> <li>▪ <i>Research skills</i></li> <li>▪ <i>Highly organised</i></li> <li>▪ <i>Strong analytical and decision making skills</i></li> <li>▪ <i>Creative and innovative</i></li> <li>▪ <i>Good written and verbal communication</i></li> <li>▪ <i>Computer skills including an ability to use spreadsheets</i></li> <li>▪ <i>Willingness and capacity to extend knowledge base in relevant areas and maintain professional development and to undertake projects</i></li> <li>▪ <i>Coaching skills</i></li> </ul>	

**LEADERSHIP  
LEVEL:  
OPERATIONAL  
LEADERSHIP**

**LEADERSHIP BEHAVIOURS FOR OPERATIONAL  
LEADERSHIP LEVEL:**

**BUILD TO GROW**

***Strategic vision***

- Understands strategic themes and applies them in an operational context
- Recognition and awareness of opportunities and trends
- Demonstrates knowledge of own area of expertise and a broader understanding of AXA business

***Building capability***

- Provides specific, timely constructive feedback on performance
- Coaches team members to enhance their individual performance

**FOCUS ON CUSTOMER**

- Knows competitors within the industry and understands the product/services provided
- Strives to exceed customers' expectations through high quality service and delivery outcomes
- Understands new customer segments and trends
- Establishes and maintains effective relationships with customers through achieving mutually agreeable solutions

**CATALYSE HIGH PERFORMANCE**

***Self leadership***

- Contributes and supports the achievement of team goals
- Takes accountability to achieve agreed goals within timeframe required
- Understands the responsibilities of the team and how role relates with team members and other teams

***Change leadership***

- Supports and understands organisational decisions and changes
- Positively accepts change

**SHARE TO SUCCEED**

- Promotes supporting of and collaborating with other teams
- Encourages team to respect individual differences
- Actively encourages contribution to team objectives
- Provides expertise and shares knowledge to positively develop others
- Effectively balances individual and team goals

**LEAD THROUGH ACTIONS**

***Results orientation***

- Promotes and demonstrates achievement of team goals
- Implements ongoing improvements to continually enhance performance

***Living through AXA values***

- Promotes AXA values and acts accordingly

- Accepts and supports difficult or unpopular messages