

POSITION DESCRIPTION

Insurance Brokers Code Compliance Committee

POSITION DETAILS	
POSITION TITLE:	Code Committee Consumer Representative
POSITION STRATEGIC PURPOSE:	The Insurance Brokers Code Compliance Committee (IBCCC) is responsible for the independent monitoring and enforcement of compliance with the Insurance Brokers Code of Practice (the Code). The Consumer Representative on the IBCCC has a duty to represent the consumer or community perspective and to comply with the responsibilities and obligations set out in Code Administration Deed (the Deed), including Schedule 1 of the Deed – the Code Compliance Committee Charter (the Charter).
KEY ACCOUNTABILITIES:	<ul style="list-style-type: none"> • Provide the consumer or community perspective on code compliance monitoring, enforcement and reporting. • Engaging with key stakeholders. • Other duties.
MODE OF EMPLOYMENT:	<p>Sessional</p> <p>Initial term of three years and eligible for re-appointment for a further two terms not exceeding three years each. Maximum of three terms in aggregate.</p>
TIME FRACTION:	As and when required, the IBCCC shall meet at least four times annually, at regular intervals of approximately three months between meetings, and attendance at relevant conferences and stakeholder meetings.
CLASSIFICATION/LEVEL:	NA
DEPARTMENT/ADMIN UNIT:	NA
SUPERVISOR:	<p>Position Title</p> <p>NA</p>

POSITION TITLES THAT REPORT TO THIS POSITION:	Position Title NA
IMPACT SCOPE:	Number of Direct Report: 0 Budget: Special
INTERNAL RELATIONSHIPS:	IBCCC General Manager – Code Compliance & Monitoring, Australian Financial Complaints Authority (AFCA) as the appointed Code Administrator Code Compliance and Monitoring team at AFCA as the appointed Administrator
EXTERNAL RELATIONSHIPS:	Code Subscribers National Insurance Brokers Association (NIBA) Australian Financial Complaints Authority (AFCA) Consumer stakeholders Regulators

KEY ACCOUNTABILITIES		
	Describe the outputs (what and how achieved)	%
COMPLIANCE MONITORING AND REPORTING	1. Work as a representative on the IBCCC to monitor and enforce Code compliance by Code Subscribers.	
	2. Review information provided by the Code Administrator and provide approval as part of a Committee for work to be completed by the Code Administrator.	

	3.	<p>Work as part of the IBCCC to achieve the following, among other things:</p> <ul style="list-style-type: none"> • Receive and investigate reports of alleged/possible Code breaches • Make determinations in relation to reports of alleged/possible Code breaches • Agree corrective measures with Code Subscribers to remedy Code breaches • Impose, where appropriate, sanctions for a breach of the Code • Provide advice to the NIBA Board on training and other activities necessary to assist Subscribers to meet Code obligations • Provide advice to the NIBA Board on amendments that should be made to the Code to facilitate its objectives • Within the IBCCC's jurisdiction, provide input for guidance on compliance with the Code to Code subscribers, the NIBA and other interested stakeholders. 	
ENGAGING WITH KEY STAKEHOLDERS	Describe the outputs (what and how achieved)		%
	1.	Review and approve information for publication, including website content, reporting of outcomes and inquiries undertaken by the Committee, articles, reviews, information and make presentations where appropriate on the activities of the IBCCC, its Code subscription and promote its work.	
	2.	As part of the IBCCC, review and approve the publication of an Annual Report as required by the IBCCC Charter.	
	3.	Contribute ideas to engagement with consumer representative organisations in particular.	
OTHER DUTIES	Describe the outputs (what and how achieved)		%
	1.	Undertake other functions and responsibilities as determined by the IBCCC from time to time.	

POSITION REQUIREMENTS	
	Essential Requirements/Key Selection Criteria
1.	Experience in representing consumers or the consumer interest.
2.	Demonstrated capability for the level of judgement, independence, objectivity and accountability the role requires.
3.	Links with consumer organisations or a willingness to form such links.
4.	Demonstrated levels of skill and knowledge appropriate to matters referred to the IBCCC.
5.	Demonstrated high level, multi-directional communication skills – verbal and written.
6.	Strong interpersonal skills, including ability to negotiate and conciliate.
7.	Ability to be well-informed and make objective decisions giving consideration to the objectives of the Code, the facts of the alleged breach, and the efforts to undertake appropriate corrective action
8.	Ability to command the respect of the relevant parties
	Desirable Attributes
1.	Relevant legal or other relevant qualifications or experience.
2.	Understanding of the financial services sector.
3.	Ability to develop a good understanding of general insurance broking industry practices and procedures.

AUTHORISATION		
Approved by	Signature	Date
Employee	Signature	Date

