

Product Manager, Corporate Insurance

Leadership level	Leading Self / Leading Others
Job level	Level 5
Job family	Product
Division / department	Insurance and Superannuation
Reports to manager job title	Head of Corporate Insurance
Number of direct reports	0
Financial accountabilities	Management of Corporate Insurance Products
Key relationships	Corporate Insurance, Pricing, Reinsurance, Operations, Corporate Super Product, Corporate Super Sales, Claims & Underwriting Policy, Retail Insurance, IT@AMP, Legal, ASL and NM Super Trustee
Location of role	Sydney - CQ

The AMP Promise & Our Strategy to Help

AMP's vision is to be Australia's and New Zealand's favourite financial services company by 2020.

Our company was founded in 1849 on a simple promise - to provide financial security so people could live with dignity. Our promise is to help people own tomorrow.

Helping people: it's why we began more than 160 years ago, and why we continue. Helping people own tomorrow is a powerful purpose. It has the capacity to make us the company that so many people trust and recommend that we become Australia's and New Zealand's favourite financial services company. That's what we are aiming for by 2020.

AMP's Culture – Bringing our Promise to life

Our Promise is help people own tomorrow, and our Practices bring our Promise and customer experience to life.

AMP's six simple practices were formed from really listening to our customers, and they define the way we work together to help our customers. They inform our thinking, actions and decisions; the design of every offer, process and system; and every customer experience.

Together, the six AMP practices describe how we work at AMP to deliver the experience our customers want:



Our customers are at the core of AMP’s culture. We believe that what’s best for our customer is what is best for our business. We have profound empathy for our customers. We deeply understand their needs, goals, challenges and hopes. We’re obsessed with helping our customers live their best life, because that’s how we define our own success.

AMP employees understand how their work contributes to the strategy and creates customer value. Professionalism and integrity are core to the way we work, we collaborate across the business in service of our customer. We eliminate non-value work that doesn’t align and quickly learn and adapt to achieve better outcomes.

Description of department/division

AMP provides customers in Australia and New Zealand with superannuation, insurance, banking financial planning and advice products and services. The Corporate Insurance team is positioned within our Insurance and Superannuation business and is responsible for the development and support of group insurance solutions across both the AMP superannuation portfolio as well as for external clients where insurance only solutions are provided. Our purpose is:

To offer solutions and experiences that help our customers live their best lives.

By being open, connected and empowered we will share our expertise to develop creative, customer-centric group insurance solutions that are simple, sustainable and engage people in their health and wellbeing.

Through long-term valued partnerships with our clients, we will proactively help them fulfil their obligations to our customers. These people will in turn become our advocates which will grow value for AMP.

We deliver on this purpose by:

- Partnering with key internal and external clients and stakeholders;
- Utilising human-centred design techniques to ensure we deeply understand people's aspirations and goals to enable AMP to create relevant and sustainable insurance solutions;
- Pursuing a commitment to the Health Benefits of Work (HBOW) philosophy such that our corporate clients understand the benefits that can be realised for employers and employees when they implement solutions that reflect the principles of 'good work';
- Proactively managing business development opportunities and client relationship management.

Purpose of the role

The purpose of this role is to implement the strategic and operational plans for AMP's Corporate Insurance product portfolio. The focus is to enhance shareholder value through the continued delivery of a product proposition that is relevant, valued by planners, intermediaries and customers, and is profitable for AMP.

Specifically the role includes assisting the Head of Corporate Insurance in the strategic management of the product portfolio; developing and implementing enhancements to increase the value of the product proposition for customers, planners, intermediaries and AMP; risk management, customer/planner/intermediary delivery, and operating in compliance with the regulatory framework that AMP operates within.

The role will engage with and work widely with a wide group of key stakeholders across the organisation, as part of their day-to-day management of the business.

The role will utilise the capabilities and skills of the individual as well as developing the individual through new challenges and gaining new skills and capabilities.

Main Focus of the role

Product Management and Delivery

- Implement and assist in the development of product proposition strategies that create value for AMP, clients and customers using strategies and initiatives that address:
 - Market positioning and trends
 - Distribution – current and future
 - Planner and intermediaries value proposition
 - Customer value proposition
 - The full set of features and services (the augmented product proposition) the planner, broker and customers experience – i.e. product features, online tools, service etc.
 - Product rationalisation opportunities
 - Cost efficiency
 - Compliance with regulatory environment;
 - Identify and maintain the market desired position for relevant products
- Work with stakeholders in the process of new sales and tenders for new business.
- Work closely with the Corporate Insurance Business Development and Client Relationship Managers in delivering quality outcomes for all our customers and ensuring that AMP meets the commitments made to customers in respect of the product set.
- Ensure that all products are fully compliant – including but not limited to customer communications and that any issues are rectified efficiently.
- Commitment to a strong culture of risk management & compliance with regulation and AMP policy.
- Identify relevant cost efficiencies in service delivery to customers – with a focus on eliminating cost drivers under the influence of the team.
- Address ongoing administration and claims queries as required.
- Maintenance of policy documents.
- Working with process owners and key partners, ensure that processes are well controlled and are appropriate for Corporate Insurance products.
- Develop and implement client and customer retention strategies.

Role specific capabilities

- Deep understanding of the insurance, superannuation and broader financial services regulatory environment.
- Product development and product management experience and skills.
- Good understanding of the product range offered by AMP and financial services industry.
- Demonstrates a good understanding of the competitive market in which AMP operates.
- Project and initiative mobilisation and implementation skills.
- Strong verbal and written communication skills.

Experience required

- Product experience within the Financial Services industry.
- Group Insurance experience.
- Demonstrated experience in one or more of the following fields: compliance, servicing, project management, marketing, sales or financial planning, would be useful.

Qualification/s required

- RG146
- Relevant tertiary qualifications