

## **Underwriting Operations Manager**

### **About Us**

*Achmea Farm Insurance, part of Achmea Group with 17,500 employees and 10 million clients globally, has been operating in Australia since 2013 as a specialist agricultural insurer. Thousands of agribusinesses have trusted us for their farm insurance, and with our expanding team, now is the perfect time to join. At Achmea Farm Insurance, we're committed to supporting farmers and agricultural communities with sustainable insurance solutions. Our mission is to "Keep Farmers Farming."*

### **About the Role:**

We are seeking a meticulous **Underwriting Operations Manager** to join our team on a **12-month fixed-term** basis. Reporting to the GM of Underwriting Operations, you will play a pivotal role in embedding strong risk frameworks and enhancing operational efficiency within the underwriting function. You will develop and maintain underwriting process guides aligned with risk and corporate standards, driving process improvements to deliver exceptional customer outcomes and uphold our purpose of "keeping farmers farming."

### **Responsibilities**

- Support embedding the Underwriting Quality Framework and assurance activities.
- Deliver impactful performance and management reports.
- Partner with the underwriting team to analyse data and streamline processes.
- Align underwriting risk management and governance with Achmea's framework.
- Develop underwriting process guides and lead process enhancements.
- Standardise documents to mitigate risks and ensure consistency.
- Maintain clear underwriting risk controls and governance processes.
- Champion underwriting change initiatives and collaborate across teams.

### **About You:**

You bring leadership and expertise in underwriting, coupled with a collaborative and proactive approach to improving risk and operational processes. Your technical insurance and regulatory knowledge, alongside a results-driven mindset, ensures success in this dynamic role.

### **You Will Have:**

- 5+ years' underwriting experience in commercial lines or agriculture.
- Strong technical insurance and Australian regulatory knowledge.
- Expertise in underwriting assurance frameworks and process analysis.
- Experience in process development, documentation, and improvement.
- Advanced skills in Excel, Power BI, and data visualisation for reporting.
- Strong analytical, communication, time management, and project management skills.

**About our benefits:**

- Competitive salary package
- Flexible working including hybrid arrangements
- 5 weeks annual leave
- Sydney CBD office with free fruit, end of trip facilities and fitness classes
- Paid salary continuance, Life insurance, Novated leasing
- Volunteer leave
- Learning focus
- Joining a recognised World Class Workplace Winner [2024-2025](#)

**NOTE:** No recruitment agencies - If we need additional assistance, we'll reach out to our trusted partners.

**Privacy**

*Protecting your privacy and your personal information is important to us, as it is fundamental to the way we conduct business. Achmea Farm Insurance (ABN 86 158 237 702, AFSL 433 984) is bound by the Privacy Act 1988 (Cth) and the Australian Privacy Principles set out in that Act. A copy of Achmea Farm Insurance's Privacy Policy may be found at [www.achmea.com.au/privacy/](http://www.achmea.com.au/privacy/). If you have any questions about how Achmea collects, stores, uses and discloses your personal information, please contact us using the contact details at the end of the Privacy Statement.*