



## Skills

- Have the ability to self-start, plan, structure, conduct and complete work
- Project Management skills
- Ability to write specification documents for internal and external providers
- Advanced knowledge of the Microsoft Office suite
- Excellent verbal and written communication
- Organised and able to meet deadlines
- Ability to multi-task
- Have good interpersonal skills
- Ebix One Office skills preferred
- Familiarity with web-based solutions

As NobleOak is a medium sized business, this role will also be required to help out across the business and provide general IT support to other team members when needed.

An important aspect to all NobleOak roles, is to help drive a positive, results based culture. This means taking responsibility for one's own tasks and actions, to help ensure that NobleOak, as a whole, moves from strength to strength, expanding your circle of influence internally and externally to drive success.

## Our Culture

An important aspect to this role is to help us drive a positive, engaging and disciplined implementation culture. The four key elements of our culture are:

1. **Nobility** – At NobleOak, we offer genuine value to our clients. We are honest at all times and put our policy holders, potential clients and alliance partners (including advisers) first, providing professional, friendly, fast and responsive service.
2. **Delivery** – We meet all promises and plan and execute very well. We work as a united team with open communication.
3. **Adaptability** – We are responsive to change, drive continual improvement and use technology for efficiency.
4. **Simplicity** – We are down to earth, and simplify our products, processes and communication.

## How our values translate to behaviours

### Nobility



1. We are dedicated to our clients and always do the right thing by them.
2. We always act with integrity and respect each other.
3. We act as one team, embracing diversity of people and thought.
4. We all take responsibility for an open and transparent culture, free of silos and politics.
5. We all contribute to making NobleOak a great place to work with a positive environment.
6. We manage our risk environment tightly.

### Delivery



1. We deliver results, not excuses.
2. We focus on what we can control, and take responsibility for our results.
3. We work smart, not just hard.
4. We are courageous – we make promises, set targets and deliver.
5. We all lead by example, take initiative and make things happen.
6. We both identify problems and provide solutions – considering the impact to the business.

### Adaptability



1. We continually learn and improve in everything we do.
2. We celebrate our achievements.
3. We adapt to change to deliver results.
4. We are a challenger that enjoys trying new things.
5. We love new ideas that offer a win to our clients and a win to the company.

6. When we test, we can fail fast and fail cheap – but we always learn.

## Simplicity



1. We provide no-surprises life insurance with straightforward processes.
2. We use simple and clear language.
3. We are open and direct with each other and our clients.
4. We take the time with our clients to explain what they need to know.
5. We communicate with our clients regularly and consistently.
6. We provide a better customer journey and an engaging experience for all our clients.

## Our vision is

**To better protect Australians and their families, by providing more affordable and accessible life insurance.**

At NobleOak we only recruit people who believe in our vision of providing genuine value and great quality service to customers, to ensure they are better protected.

## APPENDIX 1

### Current KPIs

KPI	Description	Measurement
Project Delivery	Deliver the STP project on time within budget. Work with the business to prioritise projects, understand business requirements including timeframes and deliver specific project tasks.	<ul style="list-style-type: none"> <li>- 360 degree feedback from key stakeholders</li> <li>- Project timings are met for tasks owned</li> <li>- Project budgets are met</li> </ul>
Business Requirements	Prepare business requirements documents to ensure that all vendors have a clear understanding of NOL requirements, supporting the delivery of quality upgrades and programs to be on time and within budget	<ul style="list-style-type: none"> <li>- Business requirements are peer or manager reviewed with minimal criticism</li> <li>- Projects delivered on time</li> <li>- Quality of delivery is 100%</li> <li>- Projects are delivered within agreed budget</li> </ul>
Provide technical support to business	Provide technical support to the business and understand current IT offerings and enhancements.	<ul style="list-style-type: none"> <li>- 360 degree feedback from business</li> </ul>
Project Office	Maintain an updated project list of business requests and continually review with business leaders to ensure priorities are correct.	<ul style="list-style-type: none"> <li>- List items are clear, defined and reviewed regularly</li> <li>- Key stakeholders are engaged and agreed with prioritisation</li> </ul>
Management of vendor relationship	Work with Claims and Operations Manager to manage all vendor relationships. Ensuring relationships are managed well, regular feedback is provided and business requirements are clearly outlined.	<ul style="list-style-type: none"> <li>- Vendor relationships are managed well</li> </ul>