

Position Description

Vacancy Title: **Fiji Claims Centre Hub Lead**

Location: **Suva - Fiji**

Objective

The Fiji Claims Centre Hub Lead provides claims leadership and drives sustainable growth, operational excellence, and consistent customer experiences across Fiji Claims teams while embedding Tower's culture and high-performance expectations. Technical, leadership, and transformation capability across Claims operations are advanced to deliver measurable improvements in cost efficiency, customer outcomes, and employee engagement. The role reports to Head of Claims Operations & Transformation.

Outcomes

Organisational Stakeholders

1. Customer service and operational quality improved

- Customers receive a consistent, timely and high-quality claims experience across the Fiji Claims Centre.
- Customer pain points and service gaps identified through data, feedback and operational insights, with improvements implemented and tracked.
- Claims practices and team behaviours consistently reflect Tower's customer commitments and service standards.
- Customer experience improvements translate into measurable improvements in relevant customer and service indicators.

2. Transformation and capability enhancement delivered

- Suva Claims capability enhancement delivered through integration of transformation initiatives to ensure cohesive and aligned delivery across operational and strategic goals.
- Strategies to build technical and leadership capability developed and implemented to prepare teams for future success.
- Transformation programs within Claims successfully executed, delivering measurable benefits in cost efficiency, customer experience, and employee engagement.

3. Continuous improvement and high-performance culture embedded

- Continuous improvement in performance and quality across Claims Operations in Fiji driven to ensure operational excellence.
- Culture of accountability, efficiency, and service excellence embedded throughout the Fiji Claims team.
- High-performing team environment fostered to support innovation, agility, and resilience.

4. Risk, compliance, and regulatory obligations strengthened

- Risks and compliance opportunities within Claims functions and processes proactively identified and managed through collaboration with Risk and Compliance.
- Compliance and regulatory obligations, including health and safety standards, met and maintained by ensuring teams remained equipped and capable.

5. Leadership governance and functional ownership demonstrated

- People leadership, risk oversight, business continuity planning (BCP), and culture stewardship responsibilities fulfilled as a member of the Fiji Leadership Team.
- Risk and health and safety awareness promoted and role-modelled, ensuring direct reports used relevant risk management tools and techniques.
- Workplace risks, health, safety, and environmental hazards identified, reported, and escalated with appropriate actions undertaken.
- Legally binding health and safety regulations relevant to the workplace met as a minimum standard.
- Health, safety, and risk awareness training completed as required.
- Risk management considerations aligned to the development and review of strategic objectives.

6. Sustainability and inclusion commitments advanced

- Opportunities to support transition to zero-carbon and zero-waste operations identified within the area of work.
- Climate science and sustainability training participated in to support environmental and social goals.
- Local community initiatives supported through use of paid volunteering leave.
- Partnerships with local organisations and initiatives contributed to in support of sustainability commitments.

Responsibilities - Key Competencies

Competence	Description
Business	
Business Performance	Manage the performance of the organisation.
Risk Management	Analyse and manage risk.

Competence	Description
Change Management	Implement and manage changing situations resulting from a change in strategic/business.
Communication	Exchange information through verbal communication

Customer

Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
Organisational Values	Display the organisation's image and value standards.

People

Leadership	Utilise a leadership position to influence people and events and to increase performance.
Problem Solving	Develop practical solutions to a situation.

Professional

Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.

Qualifications

Qualification	Discipline	Notes
Desirable		
Degree	Accounting, Business Administration, Economics	

Work Knowledge and Experience

- 10+ years in operational leadership roles with regional or multi-country oversight.
- Proven experience managing large-scale claims operations, including technical and complex claims.
- Demonstrated experience delivering and leading programmes of work and transformation initiatives.
- Proven capability inspiring and leading high-achieving teams to deliver results.
- Strong understanding of insurance regulations in New Zealand and Pacific jurisdictions.
- Experience collaborating with senior and executive stakeholders across internal and external partners.
- Experience applying risk management and health and safety practices within an operational environment.
- Experience using data, process improvement methods, and end-to-end process analysis to drive operational improvement.

Requirements

Language Proficiency

- Excellent command of English

Other Required Statements

Risk, Health & Safety

- Actively promote and role model risk and health & safety awareness, ensuring that direct reports are familiar with and use the various risk management tools & techniques.
- Identify, report and escalate risks, health, safety and environmental hazards within the workplace and understand the appropriate action to undertake when identified.
- Understand, and as a minimum, meet, any legally binding health and safety regulations relevant to the workplace.
- Complete health, safety and risk awareness training as required.
- Risk management considerations are aligned to the development and review of strategic objectives.

Diversity and Inclusion

- Tower prides itself on being a diverse and inclusive environment.
- We embrace and encourage our employees to bring their whole selves to work, and to celebrate their age, gender, sexual orientation, race, religion and anything else that helps to make our people unique.
- We are proud holders of the Rainbow Tick.

Sustainability

- At Tower, sustainability is part of every role. Employees are expected to contribute to our environmental and social goals through everyday actions and decision-making. This includes:
- Identifying opportunities to support Tower's transition to a zero-carbon, zero-waste business and improve sustainability in your area of work
- Participating in training on climate science and sustainability
- Using paid volunteering leave to support local communities
- Contributing to partnerships with local organisations and initiatives

These efforts reflect our commitment to a more sustainable future for Aotearoa and the Pacific

Interactions

Type	Interaction	Comments
Internal		
	Team Leaders	
	Fiji Leadership Team.	
	Risk and Compliance.	
	Fiji Claims Team.	
External		
	Regulators in relevant NZ and Pacific jurisdictions	
	Claims Leadership Team NZ	

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Achiever	Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
Resilient	Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.

Interpersonal Styles

Forthright	Speaks out frankly without hesitation, showing a direct manner.
Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Holistic thinker	Considers issues/situations as a whole rather than analysing or dissecting the parts.
Intuitive	Makes mental leaps without going through a rational thought process. Apparent ability to acquire knowledge without a clear inference or the use of reason.

How To Apply

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Contact for Enquiries

Contact Name: The Recruitment Team

Contact Email: jobs@maxumise.com

Further Contact Information: +679 7733137

Closing Date: 27 Sep 2026