

ANNEX 16

INSURANCELINK APPLICATION OFFICER ROLE PROFILE

Role Profile

Role	InsuranceLink Application Officer
Directorate	Corporate Services and Programme Management
Direct Reporting¹	The InsuranceLink Application Officer will have operational independence in respect of his/her role under the InsuranceLink Application Procedure but will be accountable to the Director of Corporate Services and Programmes and the Chief Executive Officer of Insurance Ireland in relation to the performance of his/her responsibilities under the InsuranceLink Application Procedure.
Appeal of Decisions of the InsuranceLink Application Officer	<p>The InsuranceLink Sub-Committee of the Board of Insurance Ireland will have the ability to review, by reference to the InsuranceLink Application Criteria, the following actions of the InsuranceLink Application Officer:</p> <ul style="list-style-type: none"> • any decision to not permit an InsuranceLink Applicant to access InsuranceLink or any of its facilities in accordance with the InsuranceLink Criteria for Access; • any decision to withdraw or restrict an InsuranceLink User’s rights of access (once granted) to InsuranceLink or any of its facilities; • not complying with any aspect of the InsuranceLink Application Procedure resulting in a delay to the processing of applications; or • not calculating the fees charged to an InsuranceLink User for access to InsuranceLink in accordance with the fee structure in place for InsuranceLink. <p>A right of appeal in relation to decisions and actions of the InsuranceLink Application Officer ultimately lies to the InsuranceLink Oversight Committee, which will have the final say in determining matters arising under the InsuranceLink Application Procedure.</p> <p>Decisions of the InsuranceLink Application Officer to grant access to InsuranceLink under the InsuranceLink Application Criteria are not subject to review or appeal.</p>

¹ As it is not expected that the InsuranceLink Application Officer will be a full-time role, it is intended that the individual occupying the role of InsuranceLink Application Officer will also report to the Director of Corporate Services and Programmes in relation to their non-InsuranceLink related functions.

Role/Purpose Summary	<ul style="list-style-type: none"> • This role is specifically required to administer the application process for InsuranceLink, in particular to act as the primary InsuranceLink applications decision-maker to ensure that the Criteria for Access and InsuranceLink Applications Procedure are applied in a fair, objective, transparent and non-discriminatory manner. • The role requires excellent organisational skills and the ability to work independently in order to deliver to consistent, high-quality standards within predetermined Service Level timescales.
Key Responsibility Areas	<ul style="list-style-type: none"> • To process InsuranceLink application requests, and to act as the primary InsuranceLink decision-maker. This involves liaising with the InsuranceLink Service Provider, communicating with applicants and ensuring co-ordinated responses in a timely, specific and confidential manner as set out in the InsuranceLink Application Procedure. • To review and assess information provided by applicants for access to InsuranceLink to ensure accurate and compliant decisions are made regarding access to InsuranceLink. • To document decisions to grant or decline access to InsuranceLink in accordance with the InsuranceLink Application Procedure. • To assist in developing and overseeing a reporting system for all matters relevant to the access and applications procedure for InsuranceLink, including a system to support and manage documentation. • To act as the first point of contact for InsuranceLink Users in relation to any issues or concerns arising in relation to their ability to access or use InsuranceLink and shall liaise with the InsuranceLink system administrator to resolve any such issues in an expeditious manner. • To actively provide assistance and co-ordination of the reporting obligations of the Monitoring Trustee.
Key Competencies	<ol style="list-style-type: none"> 1. Analytical skills 2. Attention to detail 3. Problem solving and decision making 4. Project management 5. Building and maintaining relationships 6. Customer service and support 7. Communication skills <p>The Board and executive management of Insurance Ireland shall ensure that any candidate proposed for the role of the InsuranceLink Application Officer is of a sufficient level of seniority (i.e. manager level or above) and demonstrates the key competencies outlined above and has the requisite experience of the insurance sector acquired in a professional capacity. The curriculum vitae of any proposed candidate shall be provided to the InsuranceLink Oversight Committee for its review prior to the</p>

	candidate's appointment to the role. The proposed candidate shall confirm that no conflict of interest arises in relation to their role as InsuranceLink Application Officer.
Specific Duties of Role	<ul style="list-style-type: none"> • The role of InsuranceLink Application Officer will be fulfilled in accordance with the Commitments and the InsuranceLink Application Procedure set out therein. • The InsuranceLink Application Officer will keep the InsuranceLink Oversight Committee, the Board and executive management of Insurance Ireland and the Monitoring Trustee generally informed as to the number of applications for access to InsuranceLink and the outcome of applications (successful/unsuccessful) under the InsuranceLink Application Procedure. • The role will not be full time, but will form part of the duties of an Insurance Ireland employee with suitable skills and experience to fulfil the role. • The InsuranceLink Applications Officer will attend meetings of the InsuranceLink Oversight Committee when required/requested to do so by the Chairperson of the InsuranceLink Oversight Committee.