



**Together. We
(re)think work.**

**Together we can (re)shape
the insurance world.**

Claims Operations Manager

HDI Global in Australia is represented by HDI Global SE, Australia and HDI Global Specialty SE – Australia. Headquartered in Sydney, with offices in Melbourne, Brisbane, Perth, Adelaide and New Zealand, our locally empowered teams provide commercial, flexible and innovative insurance solutions across a broad range of general and specialty lines.

HDI Global SE is Germany's leading industrial insurer and has supported companies in Australia and New Zealand since 1995. Through its international network, the business operates in more than 175 countries. HDI Global Specialty SE brings together the Talanx Group's specialty expertise and global reach, providing a strong platform for specialist insurance solutions.

Company
HDI Global SE

Place of work
Sydney

Type of employment
Full-time

Learn more
careers.hdi.group

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The Opportunity

Are you an experienced operations leader who thrives on improving processes, delivering complex projects and creating clarity across a fast-moving business? This is an opportunity to play a pivotal role in strengthening the operational performance of HDI Global's Claims function across Australia.

As our Claims Operations Manager, you will lead the operational delivery engine that supports our Claims teams. You will bring together process, systems, data, reporting, vendor partnerships, controls and customer outcomes to ensure the function operates effectively, consistently and in line with regulatory expectations.

This is an operational leadership role rather than a technical claims portfolio position. You will work across Claims, Governance and Head Office stakeholders to turn priorities into practical, sustainable outcomes.

- Own and optimise end-to-end operational processes supporting the Claims function.
- Improve workflow efficiency, throughput and operational discipline across Claims teams.
- Partner with Claims Managers to resolve bottlenecks and embed sustainable improvements.
- Lead local and Head Office projects spanning vendor management, fraud and subrogation uplift, digital workflows, automation, system enhancements and operational controls.
- Own the accuracy, timeliness and quality of Claims management information and reporting.
- Strengthen data integrity across claims systems and reporting platforms, leading remediation where required.
- Oversee the complaints handling framework and support timely, accurate and compliant customer outcomes.
- Lead root-cause analysis and translate findings into meaningful operational improvements.
- Implement and embed operational controls, remediate governance findings and support compliance with AFSL obligations, internal policies and regulatory expectations.
- Coordinate across Claims, Governance, vendors and Head Office to drive projects through to completion.
- Provide clear leadership, structure and operational momentum while reducing operational noise for senior stakeholders.

Skills & Experience

- Strong operational leadership experience within insurance, financial services or another regulated environment.
- A proven ability to lead and deliver complex operational projects.
- Experience in workflow optimisation, process improvement and operational controls.
- Strong capability across management information, data quality and reporting frameworks.
- An understanding of complaints handling frameworks and customer outcome obligations.
- Excellent stakeholder management and communication skills.
- The ability to influence across multiple teams and drive outcomes without relying on direct authority.
- An advanced degree or relevant professional qualification, together with senior-level membership of an appropriate industry association.
- Claims operations experience within general insurance or specialty lines.
- Exposure to AFSL, APRA or comparable regulatory frameworks.
- Experience working with third-party administrators, vendors or outsourced claims partners.
- Experience delivering global or Head Office-led operational initiatives.

You will have the opportunity to shape how a critical business function operates, lead meaningful change and work with senior stakeholders locally and globally. If you are a pragmatic, collaborative leader who brings structure, accountability and follow-through, we would like to hear from you.

Apply now to help build a more efficient, connected and customer-focused Claims function at HDI Global.

Your benefits:



Flexible working hours



Family support



Training opportunities



Company pension scheme



Mobile working



Company health management

- **Global Exposure:** With operations in over 175 countries, HDI provides a truly global experience, offering local policies for seamless coverage worldwide.
- **Industry Leadership:** As part of the Talanx Group, HDI manages the Industrial Lines Division and is recognised for financial strength with an A+ Outlook Stable rating from Standard & Poor's.
- **Dynamic Growth:** Our commitment to Australasia is evident through expanding our customised insurance and risk management solutions to corporate clients in the Pacific Region.

Are you ready for the chance to really make a difference?
Apply now!

