

# CAREERS IN INSURANCE

GO ANYWHERE. DO ANYTHING.



**\$8.3**  
**TRILLION**  
Value of insurance industry  
**WORLDWIDE**



**98k**  
Australians  
EMPLOYED



**86.7%**  
of insurance professionals  
**UNDER 35**  
would recommend joining the industry



**2nd**  
biggest industry in  
**AUSTRALIA**



**8.5% OF**  
AUSTRALIAN  
**GDP**

**Not sure what you want to do after high school?**

Whether you're off to university or keen to start working,  
insurance has a place for you.

Want to find out more? Head to our website to see where a career in insurance can take you.

[careersininsurance.com.au](http://careersininsurance.com.au)



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# CAREERS IN INSURANCE

You've probably never thought much about insurance...

And we're betting you've never thought about it as a career. We think that's a shame because insurance is one of the most varied, rewarding and exciting careers out there.

People don't realise that insurance is what helps the world to run. Every part of life has insurance behind it, from the food you eat to the buildings you work in to the homes you live in. It is fundamental to life as we know it. Now imagine working in it.

Below you'll find the reasons we love working in insurance. Flip through – you'll be surprised.



**\$12.6**  
**BILLION**  
value to the New Zealand  
**ECONOMY**



**98k**  
Australians  
**EMPLOYED**



**\$8.3**  
**TRILLION**  
Value of insurance industry  
**WORLDWIDE**



**8.5% OF**  
**AUSTRALIAN**  
**GDP**



**86.7%**  
of insurance professionals  
**UNDER 35**  
would recommend joining the industry



**6% OF**  
**NEW ZEALAND**  
**GDP**



**2nd**  
biggest industry in  
**AUSTRALIA**

## It's about people

People are the driving force behind the insurance industry. From getting drought-stricken farmers back on their feet, to supporting a business after a cyber-attack, there are many ways a career in insurance allows you to help those who need it most. Whether it's at the local or international level, people and relationships are at the heart of insurance.



# CAREERS IN INSURANCE

## It's critical

Insurance is the foundation that helps build the world around us. Without it governments can't function, banks won't lend money, homes can't be built, airlines can't fly and coffee can't be poured.

Being a part of something so critical to the world is a pretty special thing. Insurers are central players in discussions and developments across the globe. Look at any news headline in the world and there'll be an insurance story behind it.



## It's diverse and unusual

Unlike most industries, you're in the driver's seat with a career in insurance. Instead of going bottom to top, you can move sideways, exploring different fields and roles in pretty much anything that interests you. The industry is enormous and incredibly varied, with jobs to suit every personality type and almost every skill set. If you love helping people, insurance is for you.

If you're the analytical, investigative type, insurance is for you.

If exploring new horizons makes you tick, insurance is for you. You get the drift...



## It's global

A career in insurance can take you all over the world. From helping someone with a flooded house in Auckland, to talking about the risks of piracy in the Philippines or investigating the potential of drone technology in San Francisco, insurance professionals find solutions for people all over the world. Insurance is one of the most international industries around – you never know where you might end up.



# CAREERS IN INSURANCE

## It's lucrative

Insurance is a \$180bn a year industry – that makes it the biggest part of Australia's economy, ahead of the mining, construction and manufacturing industries. An industry as important as insurance needs the best people. This means insurance jobs are generally paid better than many other industries.



# CAREERS IN INSURANCE

**'Just do it. The industry is so large that there are so many avenues to explore.'**

## **About Marianne**

I began my career in insurance in 2011, after completing a bachelor's degree majoring in accounting. During my career, I have worked as a Senior Broker at Verisure National Insurance Brokers, completed my Diploma of General Insurance and a Diploma of Insurance Broking and currently work for Catholic Church Insurance (CCI) as the Acting Senior Client Relationship Executive.

My interests outside of insurance include travelling and experiencing different cultures. It's all about finding moments that take my breath away, that no post on social media could ever do justice.



## **What does your current role entail?**

My position is quite unique at CCI and requires me to be somewhat of an internal broker. The role allows me to act as an intermediary between our clients and our underwriters and liaise directly with our clients and brokers.

As our clients are quite niche, a deeper layer of my role is to have respect for and an understanding of the Catholic Church itself, as well as to assist the business in ensuring that our clients trust that we are the specialists in our field, our products and that we demonstrate an understanding of the environment in which our clients operate.

## **How did you end up working in insurance?**

After graduating from university, I eventually came to the conclusion that the accounting road was not really for me. Knowing a lot of my peers at university chose a different direction than their study, I too found myself on that same path.

Unsure what I wanted to do, I thought about the subjects I enjoyed and the one that stood out to me was a general insurance elective. Since entering the industry, I haven't left and I have no intention of doing so either.

# CAREERS IN INSURANCE

## **What do you love most about your job?**

What I love most about my job is being able to be that safety net for the client, not just their insurer but a trusted advisor. At the time of a claim, being a light in a dark, difficult time is quite rewarding. I also love dealing with all the stakeholders of the business, whether they be internal or external, and seeing the different personalities they hold and display in different situations.

## **What advice would you give someone looking to get into insurance?**

Just do it. The industry is so large that there are so many avenues to explore. There are countless opportunities to sink your teeth into until you find one that suits you. Once you do, develop yourself to be the best person entrusted to do that job. I've found that people who are not in the industry don't have a full appreciation of what it is that you do, but don't let that deter you. As long as you keep developing and are able to find meaning in every piece that you contribute to the industry, that is a reward in itself. Run your own race but keep up with the changing nature of the industry and you will be OK.

# CAREERS IN INSURANCE

**'Most people don't understand how varied insurance is in terms of the type of insurance, the nature of the work and legal issues involved'**

## **About Priya**

I am a partner in the General Insurance group at TurksLegal.

I was admitted to practice as a lawyer in 2006 after I completed a Bachelor of Business and a Bachelor of Law at UTS in 2005. Since that time I have acted exclusively for insurers providing advice on liability and indemnity issues.

I first started at Macquarie Bank working in finance but soon realised it was not for me. I then started at a small insurance firm after which I joined DLA Phillips Fox (now DLA Piper). I moved on to Moray & Agnew following which I joined TurksLegal in 2011.



I was promoted to Senior Associate in 2012 and became a partner in January 2017.

Apart from spending a lot of time at work, I have a keen interest in all things sport (including Fantasy Football) and run every morning to keep myself fit and my mind sharp. I spend a lot of time sitting too so the running helps negate that!

## **What does your current role entail?**

My role as a partner is quite varied. Not only am I a litigator at heart and have to advise clients but I also have to manage a team of lawyers.

I present on relevant legal and insurance issues at industry events and also conduct training for insurance clients in relation to the varying aspects of policies and the law.

A big part of my role involves networking and business development as well which means I am constantly meeting new people and engaging with people in the industry.

## **What do you love most about your job?**

Getting to work with intelligent, motivated and down to earth people on a daily basis and helping people achieve outcomes.

I also love that I get to work in effectively two industries, the legal industry and the insurance industry. This means that no day is the same and I am constantly learning in my role even 11 years into being a lawyer.

# CAREERS IN INSURANCE

## **How does a legal role fit within the insurance industry**

You could say that a legal role fits side by side with the insurance industry.

Lawyers are often engaged to advise insurers as to whether they are entitled to deny or pay a claim. The reason for this is that if an insurer does deny a claim then it must be due to the terms and conditions of the relevant policy. However, insurers are also required to consider the law for example when dealing with a fraudulent case.

I think what a lot of people do not realise is that insurance is a key driver in litigation. People seek insurance in order to obtain some 'protection' against being sued or for loss they may suffer. Lawyers are therefore engaged by insurers to represent their customers' interests in instances where they may be sued to deal with issues such as the tort of negligence or a breach of contract.

## **You've acted exclusively for insurers since being admitted into practice in 2006, what has drawn you to insurance**

I must say that I didn't choose insurance but it chose me. What has kept me in the industry however is that it involves such a diverse range of concepts.

You could say that every claim that I come across is different which makes my job really interesting (and difficult sometimes) but fun.

I have defended personal injury claims, acted for an insurer who denied a claim made as a result of fire at a brothel that was owned by the Commancheros, advised clients on policy response in relation to a fire at a meth lab, defended clients when their customers sue as a result of being unhappy with their insurance payout. Again, it's also the people that I deal with on a daily basis.

## **What advice would you give someone who might be looking to find work as a lawyer, but may not have considered the insurance industry?**

Give it a go! Most people don't understand how varied insurance is in terms of the type of insurance, the nature of the work and the legal issues involved.

It is really interesting and challenging at the same time. Whether you have an interest in litigation or legal advice, insurance is for you!



# CAREERS IN INSURANCE

**Come aboard, we need your ideas!**

## **About Andrew**

My current role is as General Manager, Marketing and Communications for Gallagher Bassett (GB).

I first came into the insurance industry in 2010 working in an administrative role pulling together GB's tenders. GB sponsored me to do my Masters of Business, Marketing at Queensland University of Technology (QUT) and once I graduated, promoted me to a team leader role in the marketing area. In 2017, I was promoted to GB's Senior Executive in the role of General Manager, Marketing and Communications.



## **Can you share with us some of the things you might do in your role day-to-day?**

I'm responsible for managing GB's Marketing and Communications team, helping GB form stronger connections with its team members, clients, other organisations and the broader community.

My particular area of interest is using new technologies and digital platforms to connect better with our audiences so I focused a lot on that area. Recently I've been really focused on chat bots and their applications for engaging better with claimants and injured workers.

I am also involved in all of GB's major tenders and implementation projects. For example, GB recently opened its offices in the Northern Territory and I got to be heavily involved in that project. The online LaunchPad, for which we won the ANZIIF Innovation of the Year award, was developed as part of that project as a way of helping us connect better with government agencies and injured workers across the Territory. We're also very mindful of being heavily involved in communities where we operate, so that was a large part of my role.

For this project, it meant working with the NT Department of Police, Fire and Emergency Services to set them up with our Gentle Bear Trauma Teddy program, which provides teddy bears to police officers to use in their work with children. We also set up a volunteering program with the Alabut Families Indigenous Corporation to support underprivileged young people from indigenous communities in Darwin.

That ties into another area of my work, which is as the Chair of GB's Diversity and Inclusion Committee. I'm really passionate about promoting diversity and inclusion within the industry which is something GB has really embraced.

# CAREERS IN INSURANCE

## **How does Marketing and Communications fit into insurance?**

Marketing and communications is critically important within the insurance industry. From winning business, to delivering claims services, to recruitment and retention, marketing and communications plays a significant role in how we engage with all our audiences.

It really defines how we connect to our customers and communities and also helps us understand these stakeholders better so we can continue to develop better services that meet the needs of an evolving market.

## **You studied at the Queensland University of Technology, did you ever think you would end up working in insurance or had you planned to?**

It was actually the team at GB who encouraged me to do my Masters at QUT, so by the time I began that degree I was already working in insurance.

Prior to starting at GB I had never really considered a career in insurance. It's something I 'fell' into because I was looking for work in tenders and marketing, but I certainly consider myself lucky to be part of the industry. The opportunities for growth and development, to have a voice and make a difference as well as contribute to some really significant projects at a relatively early stage of my career are all things you find in the insurance industry, and that's what has kept me in the industry.

## **What advice would you give someone looking to get into insurance?**

The insurance industry is undergoing a real paradigm shift at the moment. A combination of changing customer expectations and new technologies are changing the game in terms of how people like to receive insurance services and how they want to interact with insurers.

That has created a really awesome opportunity for 'digital natives' who understand this stuff innately to make a really big impact. My advice for young people looking to get into insurance is 'come aboard, we need your ideas!'