SAMOA LIFE ASSURANCE CORPORATION
GENERAL MANAGER

JOB DESCRIPTION

BACKGROUND

Samoa Life Assurance was established under the Life Assurance Corporation Act 1976 and officially commenced operations on 1st July 1977. The Corporations principle function under the Samoan Life Assurance Corporation act 1976 is to carry on in Samoa and elsewhere the business of Life Assurance. In selling the various life policy contracts, the Corporation is encouraging long term savings, providing financial protection in case of death and promoting economic development of its members and contributing to the local economy through investment of surplus funds.

SLAC operates as a self-funding organization and it is required to strive to increase revenue by looking for investment opportunities available and continue writing up quality new business to replace voluntary withdrawals, cancellations, lapses and matured policies in order to maintain its long-term financial viability.

SLAC's objective now and in the future is to continue to be profitable and be able to maintain a reasonably return to policy holders and pay claims when due.

VISION

To be the ultimate provider of Life insurance product and services that are dependable, affordable and appropriate for all.

MISSION

To maintain an acceptable level of quality policies and continuously introduce new business and financial services to ensure growth and financial viability of the Corporation

SCOPE

	Management	Staff
STAFF #	6	45

POSITION DETAILS

Position Title: General Manager	Position Code :N/A
Salary Band: Band C	Position Salary- SAT $122,628– SAT $127,105p.a
Location: Convent St, Apia Samoa	

ACCOUNTABILITY

Reports To:
The Board of Directors for

a) The implementation of the Corporation outcomes outlined in its Corporate Plan
b) The periodical reporting and implementation of Corporation policies.
c) The efficient control and management of the Corporation's daily operations.

The Ministry of Finance as well as the Ministry for Public Enterprises for compliance with the Public Bodies Act 2001, Public Finance Management Act 2001 and other relevant legislation and Government Policies.

POSITION OBJECTIVES

The General Manager is the Chief Executive Officer of the Corporation and is responsible for its efficient control and management.

The position provides strategic leadership and oversees the Corporation's operations, staff, financial performance and insurance services. The General Manager is responsible for ensuring that the Corporation achieves its approved objectives, provides quality services to policyholders, maintains financial sustainability and complies with applicable legislation, policies and governance requirements.

DUTIES AND MAIN RESPONSIBILITIES

The General Manager will perform the following duties:

1. Provide effective leadership and management of the Corporations daily operations and ensure that its activities are carried out efficiently and in accordance with the approved Corporate Plan, policies and procedures.
2. Lead the preparation, implementation and monitoring of the Corporate Plan, Annual Budget and cash flow projections, ensuring that strategic objectives and performance targets are clearly reflected in operational activities.
3. Prepare and submit within the statutory time-frame the following:

    - Annual report (including audited financial statements) to the Board and Parliament as stipulated in the relevant Act(s) governing the operations of the Corporation;
    - Annual budget based on the requirements of the Corporation from time to time;
    - Quarterly reports to the Ministry for Public Enterprises and other relevant key stakeholders; other requirements as directed by the Board.

4. Construct (or review) and implement the Corporation’s Corporate Plan, Capability and Annual Management Plan, Service Charters and all other operational in line with the Government policies, directives and Strategy for further development.
5. Prepare and present Board Papers on matters requiring the Boards consideration and policy decisions and provide the Board with accurate and timely information on the Corporations performance, financial position, risks and strategic priorities.
6. Attend Board meetings and provide appropriate administrative and secretariat support, including the preparation and recording of accurate meeting minutes and follow-up on Board decisions Lead the recruitment, development and management of the Corporations personnel to ensure that the organization has the skills and capacity required to achieve its objectives.
7. Lead the improvement and effective management of the Corporations information and computerized systems including digital transformation initiatives, to improve operational efficiency, records management and services to policyholders.
8. Invest excess funds to maximize returns and manage the Corporations lending portfolio in a secure and profitable manner.
9. Administration of life insurance principles and practices for the benefit of members and the Corporation
10. Promote the benefits and advantages of life insurance and strengthen public awareness, marketing and stakeholder relationships to support business growth and the Corporations strategic objectives. .
11. Oversee the administration of life insurances principles and procedures including underwriting, risk assessments, policy administrations and other insurance operations according to the approved procedures and policies and applicable requirements.
12. Ensure the effective and timely administration of policy claims in accordance with policy terms, approved procedures and applicable requirements and oversee the proper management and maintenance of the Corporations assets, facilities and resources.
13. Oversee the management of the Corporations Superannuation Plan Scheme, ensuring accurate records,

proper administration and compliance with applicable requirement and ensure the timely provision of life policy data and records required for actuarial valuations.

14. Carry out any other duties as may be directed by the Board from time to time.

KEY DELIVERABLES

- Maintain the financial viability of the Corporation by increasing income, managing expenditure and ensuring the Corporation can meet its policyholder obligations.
- Achieve agreed annual targets under the SLAC Corporate Plan and Annual Performance Plan and take corrective action where performance falls below approved targets
- Grow the Corporations insurance business through existing and new insurance products while improving new business and policy retention
- Effectively manage the Corporation's investments, policy loans and mortgage portfolio to maximise income and achieve sustainable returns.
- Improve customer satisfaction and grow SLAC's insurance business through increased public awareness, stronger community partnerships and improved service delivery, including :
- Ensure the annual internal audit plan and risk assessment are submitted for Internal Audit Committee approval.
- Ensure monthly reports are submitted for Board, sector ministerial debriefing and management meetings, and quarterly and annual reports are completed within the timeframes set by MPE, CBS, Cabinet directives and Board resolution
- Ensure all divisional manuals, standard forms and office documents are reviewed and updated using a consultative approach, with outstanding reviews completed and approved.

SELECTION CRITERIA

POSITION SPECIFIC COMPETENCIES	
SKILLS AND ABILITIES	**DESCRIPTORS**
Strategic Thinking	▪ Demonstrates the ability to develop, communicate and drive a clear strategic direction for the Corporation, ensuring alignment with its vision, mandate and long term objectives. ▪ Ability to recognize opportunities, emerging trends and potential challenges and develops innovative solutions and partnerships to strengthen the Corporations sustainability and growth. . ▪ Demonstrates sound strategic judgement and decision-making, translating corporate strategies into practical plans, policies and actions that deliver measurable results. ▪ Provides strong leadership in building capable teams, strengthening organizational system and promoting a culture of performance. ▪ Applies sound business management, governance and financial management principles when making strategic decisions, while encouraging feedback, evaluating organisational performance and taking responsibility for outcomes. ▪ Ability to acquire and administer resources (human, financial, material, information) in a manner that instills public trust and accomplishes the Corporations goals.
Financial and Commercial Acumen	▪ Demonstrates a strong understanding of financial management, including budgeting, cash flow management and financial performance. ▪ Ability to interpret and analyse financial information to support strategic decision-making. ▪ Demonstrates the ability to identify opportunities to increase revenue, manage operational costs and improve the Corporation's financial sustainability. ▪ Demonstrates sound knowledge of investment and lending principles, including the ability to assess and balance financial returns, associated risks and the long-term interests of the Corporation and its policyholders. ▪ Understands property valuation, credit risk and debt recovery processes in managing residential and land loan portfolios. ▪ Ability to oversee and evaluate Whole of Life, Endowment and Term insurance products, ensuring premium structures appropriately reflect individual risk profiles.
Governance, Risk & Compliance	▪ Demonstrates sound understanding of corporate governance, risk management and internal controls and their application in the effective management of the Corporation. ▪ Demonstrates the ability to identify, assess and manage strategic, financial, operational and compliance risks and implement appropriate measures to minimize the impact on the Corporation. ▪ Ensures effective systems and controls are in place to safeguard the Corporation's assets, resources and reputation. ▪ Promotes a culture of accountability, transparency and compliance with

	legislation, policies and approved procedure ▪ Provides the Board with timely and accurate information on significant risks, compliance matters and recommended actions
Building Relationships	▪ Builds and maintains effective relationships with the Board, employees, Government agencies, regulators, policyholders, business partners and other key stakeholders. ▪ Values individual's differences, strengths and potential and harness these to achieve the Corporation's goal ▪ Develops guides and monitors employees. ▪ Drives a culture of collaboration, participation and recognizes importance of consultation, stakeholder engagement and fostering teamwork. ▪ Communicates the Corporation's strategic direction clearly and confidently to internal and external stakeholders. . ▪ Empowers, mentors and engages staff in activities to sustain morale and encourage regular feedback and recognition of achievement. ▪ Effectively manages conflicts particularly with external clients
Delivers / achieves results / outcomes	▪ Drives a culture of achievement and commitment to achieving organizational outcomes beyond expectations. ▪ Drives an efficient and effective system of planning, reporting progress, monitoring and evaluating of results. ▪ Stimulate / create a culture of accountability and transparency. ▪ Uses workforce planning to develop and maintain the capability to deliver services effectively.
Management	▪ Invest time in managing, supporting and developing employees building positive staff morale and a productive working environment. ▪ Integrate plans into a transparent management framework to fulfill obligations of management accountabilities ▪ Effectively delegates appropriate responsibility, accountability & decision making authority. ▪ Monitors and evaluates progress against agreed milestones and deadlines ensuring timely completion of organisational objectives. ▪ Drives effective planning and demonstrates a strong organizational ability and experience through the integration of structures, systems and teams to better achieve objectives. ▪ Drives operational efficiency and value for money through effective use of financial resources and assets, ensuring proper oversight and accountability for their use.
Leadership	▪ Demonstrates the ability and confidence to effectively lead the Corporation towards achieving its strategic objectives. ▪ Able to plan and execute a vision based on current and future possibilities and inspire teams to adapt and thrive in a changing environment. ▪ Leads and manages organisational change in a purposeful and constructive manner, ensuring employees understand and support the changes required to achieve the Corporation's objectives. Ability to manage politics, takes risks, be innovative and deal with complexity. ▪ Demonstrates resourcefulness, resilience, initiative and adaptability, with

	the ability to develop innovative solutions, solve problems and make effective decisions. ▪ Drives and sustains a high performance culture both internally (agency level) and externally.
PERSONAL ATTRIBUTES	**DESCRIPTORS**
Integrity / Ethics	▪ Possess appropriate values and belief in what is best for the common good. ▪ Is widely trusted and is seen as a direct and courageous individual. ▪ Personifies values of honesty, integrity, impartiality, transparency accountability. ▪ Demonstrate self-awareness and commitment to personal development. ▪ Serves the Government of the day irrespective of personal preferences
Commitment & Personal Drive	▪ Takes responsibility and initiates timely action to resolve issues. ▪ Is prepared to make tough corporate decisions to achieve desired outcomes. ▪ Accepts accountability for mistakes made in the organization and ensures corrective action is taken.
Intellect & Judgment	▪ Is analytical, proactive, innovative and able to conceptualize strategic issues faced by the Corporation and apply appropriate and cost-effective solutions. ▪ Is aware of new and emerging ▪ Has the functional and technical knowledge to carry out the General Manager's duties to a high level of accomplishment. ▪ Makes sound decisions based on common sense, experience and good judgment without prejudice. ▪ Anticipates implications and applies effective judgment to develop solutions.
Creativity and Innovation	▪ Consistently generates and employs original ideas, tackling both simple and complex problems. ▪ Brings out the best in others, leads them to discover new ideas, solutions and new ways of doing the job and unafraid to use unorthodox methods. ▪ Drives and steers the change agenda and demonstrates understanding of the complex range of factors which effect change. ▪ Ensuring a safe and happy work environment for all employees where they can freely express their creativity and individuality and still value being part of the Corporation
EPERIENCE & PAST WORK PERFORMANCE	**DESCRIPTOR**
	▪ Proven experience in senior management and leadership roles with a minimum of eight (8) years of services in the fields of Finance, Governance or Senior Management and Leadership Roles.
ACADEMIC QUALIFICATION	**DESCRIPTOR**
	▪ Minimum qualification of a Bachelor degree from a recognized tertiary institution in Business Management/Policy Advice/Finance/ Accounting or other related fields relevant to the position.