Resolution Life Australasia
Resolution Life Australasia is Australia and New Zealand’s largest life insurer, with assets of over $31bn and over 1.5 million customers. Resolution Life Australasia is an in-force specialist life insurer, with a focus on providing existing customers in Australia and New Zealand with insurances such as income protection, disability and life insurances and savings & investment products.

Resolution Life Australasia supports virtual working and our enduring primary place of work continues to be “virtual” with the physical office and home office used interchangeably. We recognise that our workers can contribute and connect equally regardless of where they are located, and we have seen and experienced the wellbeing and benefits that come from working at home.

This means some of us work at home most of the time, in the office most of the time or a balanced mix. We recognise that there are times we will need to come together in person to connect and collaborate.

Chapter and Purpose of the role
This Internship opportunity will sit within one of our Data Chapter Areas, which include Data Platforms, Analytics and Data Science which are part of the wider Technology Area.

These Chapters are the home for the core capability required to deliver a Data framework which supports the delivery of our strategy and is compliant with our regulatory and legislative obligations in our operating markets. While Chapter Members have diverse crafts, they proactively work with each other, their teams/squads and our partners to deliver a data solution that is aligned with our employee value proposition and provides accurate data and statistics which enables the delivery of our business strategy and brings our purpose to life (protect human spirit).

Chapter members in Data possess specialist skills relevant to their craft including Data Engineering, Data Strategy, Data Translation, Machine Learning & Automation, Data Science and Data Governance. They are equipped to meet stakeholder requirements and provide market informed and commercial solutions to business requirements and demand.
Data Internship

**Through Customer Eyes**
- Assist with providing strategic partnering to key business stakeholders including advising, influencing and supporting leaders in the design, development and delivery of data related initiatives that support the achievement of business outcomes; and developing and using insights to coach and influence business leaders.
- Deliver business outcomes by practising their craft and leading through best example.
- Play a key role in supporting the transformation of the Resolution Life Australasia organisation.

**On The Hook**
- Learn to effectively allocate resources to deliver agreed priorities.
- Learn to become a key influencer and provider of guidance to Chapter Members, Leads and the Leadership Squad across the business.
- Learn to drive innovative employee engagement initiatives, providing the organization the data it needs to make critical decisions.

**The Right Thing**
- Ability to work in a rapidly changing environment – requiring adaptability and an ability to think outside the box whilst being comfortable working with ambiguity.
- Strong collaboration mindset with a passion for designing and implementing great solutions with other members of the Data team.

**Required skills and characteristics**

**Strategic Partnership**
- Learn to become recognised and called upon by Chapter Members, Chapter Leads and Leadership Squad Members as a critical influencer in enterprise decisions
- Understanding of commercial Data drivers and how to influence them
- Learn to identify and leverage internal relationships to complete goals.

**Communication and Collaboration**
- Attends all Agile ceremonies which underpin our Resolution Life Way
- Leverages all forms of verbal, written and digital communication.
- Learn to drive initiatives that break down silos across the business and create a leading example of collaboration across different groups.

**Continuous Improvement**
- Learn from others in the Data team, driving market leading outcomes and innovation.
- Takes ownership for and assists to lead initiatives to innovate Data processes and methodologies.
- Brings a fresh ‘Outside In’ approach to our ways working.

**Data Driven and Decision Making**
- Learn to define and design data sets that provide unique insights to diagnose business performance and commercial opportunities.
- Contributes to the data literacy of others in the CoE.

**Enterprise High Performance Culture**
- Learn to influence and establish future performance expectations and proactive strategies that lift organizational performance.
At Resolution Life, we’re proud to have evolved into a global business under the Resolution Life name. For customers, advisers, companies and the industry. We’re making an impact worldwide.

Resolution Life Group is a global life insurance group focusing on the acquisition and management of in-force life insurance policies. With assets of $31 billion and 1.5 million customers, Resolution Life are providing existing customers with life insurance, super and investments.

Why us?
Our platform vision is to be the leading in-force specialist life-insurer in Australasia by 2024, by being customer-obsessed and data-driven.
We are one of the first life insurers globally to operate in an entirely Enterprise Agile environment. The strategic priorities of the platform are focused on ensuring the business is future-fit and sustainable, and to grow through bolt-on acquisition of in-force portfolios. We are guided by core behaviours that inform the way Resolution Life team members show up each day and interact with others.

Critical Skills
At Resolution Life, we have identified the following critical skills which are key to success in our culture:

**Customer Focused:** Passionate drive to delight our customers and offer unique solutions that deliver on their expectations.

**Critical Thinking:** Thoughtful process of analysing data and problem-solving data to reach a well-reasoned solution.

**Team Mentality:** Partnering effectively to drive our culture and execute on our common goals.

**Business Acumen:** Appreciation and understanding of the financial services industry in order to make sound business decisions.

**Learning Agility:** Openness to new ways of thinking and acquiring new skills to retain a competitive advantage.

What Will We Do For You:
Our culture underpins our values and guides our decision making. It’s also what makes Resolution Life a great place to work.

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Every day is an opportunity to grow -- and we hope to offer our people a career, not just a job. The learning and development opportunities we offer include supporting the completion of executive-level short courses, access to leading online learning tools, on the job training, and mentoring by highly experienced business leaders.
At Resolution Life, we’re proud to have evolved into a global business under the Resolution Life name.

Since 2003, we have committed over US$17 billion of equity in the acquisition, reinsurance, consolidation and management of 28 life insurance companies.

For almost two decades, we've served the needs of over 13 million policyholders and managed over US$365 billion of assets.

This strong track record has attracted many investors, including leading financial institutions, insurance companies, superannuation, pension and sovereign wealth funds, and, not least, family offices.
About Us | Group
About Us | AU
About Us | NZ

What is Life Insurance?
Why Resolution Life?
Life Insurance

Where We Operate
Resolution RE Ltd
Australasia
USA

Our People | Australasia
Our People | Group

Newsroom AU
Latest Insights | AU
News & Insights | Group
Megan Beer on Flex Work Policy

Give us a follow
The Resolution Life Way
1. **Introduction to the Resolution Life Way**

Put simply, the Resolution Life Way is the way we do things around here. We’ve taken the agile methodology and given it our own flavour. Working this way, we’re able to adapt more rapidly to market, and environmental or internal changes, in a cost-effective way. There are four main benefits to working in our version of enterprise agility:

- **Customer centricity & innovation,**
- **Improve speed to market,**
- **Empower employees,**
- **Increase productivity & outcome orientation.**

2. **The four agile values**

There are four values that underpin the agile methodology.

3. **Team structure at Resolution Life**

Within Resolution Life there is a flatter hierarchy and less layers of management. Teams are flexibly designed and stood up to achieve specific business outcomes. Teams have the right team members/skillset mix to have end to end accountability to achieve that outcome.
4. Roles and responsibilities

There are a number of key roles within the Resolution Life Way:

<table>
<thead>
<tr>
<th>Roles</th>
<th>Purpose</th>
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<tbody>
<tr>
<td>Crew Lead (CL)</td>
<td>A senior leader who sets the vision and provides direction for the team to achieve prioritized customer and business outcomes</td>
</tr>
<tr>
<td>CoE Lead (CoEL)</td>
<td>A senior expert with administrative experience, responsible for managing a center of excellence</td>
</tr>
<tr>
<td>Chapter Area Lead (ChAL)</td>
<td>A senior leader who develops and drives the development of an area of competency, with Resolution Life including the talent strategy</td>
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<tr>
<td>Chapter Lead (ChL)</td>
<td>A team member with additional responsibilities to nurture and develop people to build distinctive capabilities</td>
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<tr>
<td>Coordinator (CO)</td>
<td>A team member within a self-managed team, with additional responsibility for prioritizing work and primarily representing the team in cross-team interactions/events</td>
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<tr>
<td>Quality owner (QO)</td>
<td>An experienced member, within a self-managed team, with additional responsibility to represent the team and coach to uplift quality of outcomes</td>
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<tr>
<td>Product Owner (PO)</td>
<td>A team member within a squad, with additional responsibility to act as the voice of the customer, providing direction and prioritization</td>
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<tr>
<td>Team member (TM)</td>
<td>A member who delivers work in the backlog and is jointly accountable for achieving the team’s vision and OKRs/KPIs</td>
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<tr>
<td>Agile Coach (AC)</td>
<td>A coach and mentor to teams and leaders to help them embrace the Resolution Life Way and improve their performance</td>
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5. Ceremonies

Teams focus on delivering business value quickly through timeboxed “sprint” cycles which run transparently, enabling frequent inspection and adaptation. Teams leverage five key agile ceremonies - sprint planning, backlog refinement, daily stand ups, showcase, and retrospective.

6. What’s in it for me?

Working in the Resolution Life Way has a number of benefits for our staff:

- Greater transparency and alignment through setting quarterly objectives
- Purpose / empowerment instead of task-based management
- Strong focus on personal development and more flexible career development, based on craft, collaboration and outcomes