

# Position Description



<b>Position:</b>	<b>Senior Investigation Officer</b>
<b>Functional Area:</b>	<b>Investigations</b>
<b>Reporting to:</b>	<b>Manager – Complex Cases</b>
<b>Working Relationships:</b>	<b>Ombudsman</b> <b>Deputy Ombudsman</b> <b>Investigation Team Managers</b> <b>Investigation Officers</b> <b>Legal Investigation Officers</b> <b>Enquiry Officers</b>

## Organisation Overview

The Telecommunications Industry Ombudsman Ltd (TIO) was established in 1993 to investigate and determine complaints from residential and small business customers in Australia who have a complaint about their telephone or internet service.

The TIO is committed to the principles of accessibility, independence, fairness, accountability, efficiency and effectiveness (as set out in the Benchmarks for Industry-Based Customer Dispute Resolution Schemes).

The mission statement of the TIO is to provide 'free, independent, just, informal, speedy resolution of complaints.' The TIO is an office of "last resort" and complainants are required to take up their case with the carrier/service provider before the TIO may become involved.

Under the *Telecommunications (Consumer Protection and Service Standards) Act 1999*, all eligible carriage service providers, including Internet Service Providers (ISPs), are required to be members of the TIO.

The TIO is a company limited by guarantee and is independent of government and telecommunications carriers and service providers.

## Position Overview

The Senior Investigation Officer's primary purpose is to investigate and handle complex complaints concerning telecommunications and internet provider problems, consulting with the Manager – Investigations Centre, Deputy Ombudsman and other TIO staff as required to effect a fair and reasonable resolution. The Senior Investigation Officer will be primarily responsible for drafting binding determinations in disputes that cannot be resolved through negotiation. The Senior Investigation Officer also assists the investigations area by taking on difficult reallocated cases and providing high level advice and support to staff.

## Key Responsibilities

### Case Management

- Undertake investigations and case management for complex cases at Level 3 and Level 4 achieving the set case raising benchmarks
- Analyse evidence and make decisions about difficult and complex complaint issues with regard to the TIO's principles of independence and the requirement for fair and reasonable outcomes
- Undertake investigations and case management for complex reallocated cases as required
- Draft Level 3 and Level 4 Determinations; under the direction of the Ombudsman or Deputy Ombudsman; having regard to their status as public documents

### Other duties

- Respond to staff queries in regard to complex cases in a timely and professional manner
- Provide ongoing feedback and information to investigations staff relating to complex cases, e.g. through training, workgroup meetings, etc
- Provide case management advice to investigations staff where the Investigations Manager – Complex Cases is temporarily unavailable
- Other tasks as directed by the Investigations Manager – Complex Cases

## Selection Criteria:

### Requirements

### Essential

### Desirable

#### **Personal Attributes**

- Ability to work independently to achieve deadlines and prioritise work according to conflicting demands
- Exceptional ability to gather and analyse evidence and make sound and timely decisions
- Detail oriented approach to case management
- Empathy towards all parties involved in disputes and the ability to handle challenging questions and difficult people in a professional manner

- Demonstrated ability to work as part of a team
- Ability to develop effective working relationships, both internally and externally, across all levels of the organisation

#### **Knowledge & Skills**

- Demonstrated high level ability to analyse information and understand complex issues key to complaints
- Outstanding written and verbal communication skills
- Demonstrated leadership skills, initiative and an ability to offer guidance to staff on a range of investigations issues
- Computer literate and highly competent in the use of MS Office applications such as; Word, Excel, and Outlook

- A sound knowledge of TIO processes and jurisdiction, the law and good industry practice as it applies to Consumer Telecommunications disputes (or the ability to acquire this quickly)
- An understanding of the telecommunications regulatory regime
- An understanding or ability to quickly grasp new and evolving complaint issues

#### **Qualifications & Experience**

- Extensive experience in investigative principles and methods
- Willingness to undertake personal and professional development to further expand skills and knowledge

- Tertiary study in a relevant discipline
- Relevant experience in an alternative dispute resolution environment.

## Confidentiality

The Senior Investigation Officer is bound by strict confidentiality requirements and must ensure that the confidentiality and privacy of the individual consumer and staff member is respected and maintained at all times. Any breach of confidentiality may result in dismissal.

## Equal Opportunity

The office of the TIO is an equal opportunity employer and promotes diversity, equality and a harassment free work place. Applications from people with a disability are encouraged.

## Conditions of Employment

The successful applicant will be required to enter an individual contract

**Term of Employment:** This is an ongoing position

**Hours of Duty:** A minimum of 37.5 hours a week, from Monday to Friday between the hours of 8.30 am and 5.30 pm. Additional hours may need to be worked from time-to-time to meet the requirements of the role. Part-time hours may be negotiated where the requirements of the role and the business needs can still be met.

**Public Holidays:** The TIO is open on Labour Day and Melbourne Cup Day and the Senior Investigation Officer **may** be required to work on these days.

**Annual Leave:** 28 days annual leave per annum (pro-rata)

**Personal Leave:** 10 days personal leave per annum (pro-rata)