

Position description

Position	Senior Lawyer
Business Unit	Shared Services Group
Reporting to	Head of Legal
Direct Reports	None
Classification	Grade 4
TIO Values	Integrity Collaboration Excellence

Organisation overview

The Telecommunications Industry Ombudsman (**TIO**) offers a free and independent service for resolving complaints about telephone or internet services. Most complaints that come to the TIO are resolved between the parties. To resolve complaints, the TIO uses a wide range of dispute resolution techniques including conciliation and investigation.

The TIO was established in 1993 and legislation requires telecommunications providers to join the scheme. The TIO is not for profit, and independent of the Government, telecommunications companies, and consumer groups.

The TIO's purpose is to provide an effective and efficient dispute resolution service for the telecommunications industry that complies with the Benchmarks for Industry based customer dispute resolution schemes.

Achieving the purpose will contribute to enhanced community confidence in the telecommunications industry.

The TIO has four key strategic goals:

1. To provide an independent dispute resolution service that is efficient and effective, without compromising integrity
2. To collaborate, inform, and engage with stakeholders, to reduce complaints and improve telecommunications services
3. To be known, respected, and accessible
4. To build a resilient and sustainable organisation and infrastructure.

Team overview

The Shared Services Group is led by the Executive Director Shared Services & CFO & Company Secretary. The area is responsible for finance & accounting, payroll, information technology/management, reporting & analytics, legal and facilities management and company secretarial duties.

Position purpose

Under the leadership of the Head of Legal and in collaboration with a small legal team, the Senior Lawyer partners with TIO business areas, project teams and working groups to help them achieve their business goals. The role provides expert legal advice, strategic solutions and risk management advice in a commercial context. This includes providing advice on legal aspects of complaints and privacy issues, as well as supporting other members of the Shared Services Group to work towards TIO's strategic goals.

TIO acknowledges the unique professional obligations and duties of its lawyers, and understands that in certain circumstances those obligations and duties may take precedence over their duties to the TIO, or individual TIO employees.

Key responsibilities

Operational Performance

The key responsibilities are in the area of corporate legal advice, and compliance with privacy laws. This position may be required to undertake other duties and projects as directed.

Corporate legal services and legal advice

- Assist with the development of internal procedures and monitor compliance with internal governance and other policies.
- Develop and deliver training to all levels of TIO, to ensure TIO is compliant with its own policies and all relevant statutory obligations.
- Participate in project teams to assist with the delivery of business critical projects.
- Assisting with development of standard contracts, negotiating the terms of contracts, and assisting with the development of relevant policies and procedures as required.
- Provide assistance to the Executive Director Shared Services & CFO & Company Secretary regarding company secretarial or corporate governance matters.
- Offer proactive, pragmatic and commercial advice on legal issues to Ombudsman, TIO Senior Leadership Team and other TIO personnel.

Telecommunications and Consumer Law

- Advice on telecommunications and consumer law to assist in the resolution of complaints.
- Assistance with referrals of non-compliant scheme members to regulators.

Employment Law and Workplace Relations

- Advice relating to employment law and human resources issues.
- Work with People team on policies, and assist management to investigate and address any breaches.

Privacy and Risk Management

- Prepare privacy impact assessments of new projects or process changes.
- Assist with responses to requests for personal information held by the TIO and supervise fulfilment of file requests by TIO's Paralegal.
- Under the direction of the Head of Legal, coordinate risk assessment and propose containment measures in response to privacy incidents, providing reports and recommendations including root cause analysis to identify sources of risk.
- Promote an organisational culture that respects the privacy of those about whom the TIO holds personal information, supports systems and processes to ensure compliance with privacy laws and principles, and promotes good information handling practices at the TIO.
- Contribute to effective legal risk management, including systems and processes for the active identification, management and oversight of privacy risks to TIO operations.

Debt Recovery

- Provide advice about management of member debts to TIO and manage all external debt recovery litigation.
- Contribute to development and maintenance of TIO's debt recovery policy (managed by TIO finance).

People

- Work collaboratively with TIO colleagues to deliver the TIO's strategic goals.
- Demonstrate a commitment to the TIO core values and behaviours including modelling them through exemplary conduct.
- Contribute to the ongoing development of the Legal Team, and ensure its activities and objectives align with TIO's strategic goals.

Workplace Health and Safety

Comply with all legislative requirements in respect to the Workplace Health and Safety. Including understanding the responsibilities and accountabilities you have towards to yourself and others in accordance with the legislation, TIO policies and procedures and in promoting a working environment consistent with these laws and guidelines

Person specification

The following describes the qualifications, experience, personal attributes and capabilities required to complete the inherent requirements of the role.

Qualifications and experience that lead to success in this role	<ul style="list-style-type: none"> • A current Victorian practicing certificate • Minimum 3+ years relevant post-admission experience
Personal attributes that lead to success in this role	<ul style="list-style-type: none"> • High level written and verbal communication and presentation skills, including the ability to prepare complex communications and briefing materials • Highly developed collaboration, negotiation and influencing skills
Capabilities that lead to success in this role	<ul style="list-style-type: none"> • Substantial experience in at least one of the following practice areas: privacy, employment, consumer law, telecommunications, dispute resolution, or commercial law • Highly developed influencing and negotiation skills • Demonstrated ability to create legal defensive or proactive strategies • A sound knowledge of the telecommunications sector (desirable)

Confidentiality

This position 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 Telecommunications Industry Ombudsman is an equal opportunity employer and is committed to providing an inclusive, accessible and safe work environment. We want to ensure all applicants and employees with disability are treated respectfully and equitably in all stages of the recruitment process.

Work Conditions

The Senior Lawyer is required to operate a computer which requires dexterity of hands and fingers to operate a computer keyboard, mouse, telephone and other devices and objects. The person must also be physically able to participate in presentations and meetings.