

Position description

Position	Early Resolution Team Leader
Functional Area	Dispute Resolution - Operations
Reporting to	Early Resolution Leader
Direct Reports	Enquiry Officers
Classification	Grade 3
TIO Values	Integrity Collaboration Excellence

Organisation overview

The Telecommunications Industry Ombudsman (the 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 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 build an organisation that is sustainable, embraces change and focusses on our people and infrastructure.
2. To provide an independent dispute resolution service that is efficient and effective, but does not compromise integrity.
3. To collaborate and share knowledge with members and other stakeholders, and
4. To be known, respected and accessible.

Team overview

Dispute Resolution comprises of staff who work with consumers and service providers to resolve disputes in a professional, effective and efficient way, having regard to the law, good industry practice and fairness in all the circumstances. Officers handle complaints in accordance with the TIO's jurisdiction, policies and procedures.

The primary role of officers working within Dispute Resolution involves taking complaints and enquiries from the public, dealing with industry members and resolving disputes through conciliation, investigation and other alternative dispute resolution (ADR) methodologies. Complaint handling officers are supported by officers responsible for quality, data integrity and systems, process and knowledge management.

Position purpose

The TIO's contact centre is responsible for handling enquiries and complaints. Team Leaders are responsible for the day-to-day management of a team of Enquiry Officers (EOs) d1 Complaints and optimising the delivery of dispute resolution services by making the most effective and efficient use of staff and other resources, and ensuring high standards of work. Team Leaders have a real-time view into the status of work and staff, as well as the ability to plan and forecast workloads based on actual performance data and assumptions. They quickly understand current performance and actions necessary to deliver planned outcomes. Team Leaders will drive implementation of successful operational activities and improvements for optimum staff performance supporting a healthy work environment and culture.

The Team Leader also handles escalated calls from EOs and liaises with representatives of member companies to ensure that good relationships are maintained and that feedback about complaints handling procedures or individual complaint outcomes is provided and received.

Key responsibilities

Operational Performance

- Monitor and manage performance to meet agreed targets and KPIs:
 - Analyse operations data, review trends, request, interpret and report on a range of reports and dashboards
 - Monitor staff levels, capacity plans and performance relative to current and forecast levels of activity
 - Identify where corrective action is required to achieve agreed performance targets, devise options to address risks and issues
 - Provide recommendations to management regarding any adjustments required to optimise the balance of work and resources through operations
 - Take agreed actions, monitor and adjust as necessary
- Make recommendations to the Operations Support Manager and Early Resolution Leader to manage staffing levels, overtime and temporary staffing expenditure in line with budgets
- Communicate and report on dispute resolution performance as required
- Manage escalated complaints as required
- Deliver optimum business performance through the effective leadership of staff and a culture of continuous improvement and best practice

Quality Assurance

- Assist and provide guidance, feedback and support to Enquiry Officers in relation to handling cases showing sustained key performance improvements over time with EO team members call handling and decision making
- Prepare and deliver effective training sessions for Enquiry Officers on call handling, basic dispute resolution techniques, effective working practices, decision making, and relevant technical aspects falling within the TIO's jurisdiction as and when required
- Respond and implement improvement solutions to address quality assurance issues and trends

People Performance

- Actively engage with Contact Centre staff individually and in teams on a day-to-day basis, to foster a work environment that is collaborative, motivated and productive
- Ensure smooth day-to-day operation of the Contact Centre:

- Effectively communicate agreed performance targets, work in progress targets and actual performance levels to staff
- Monitor the welfare of staff, taking appropriate action where necessary
- Manage staff leave and attendance administration requirements
- Identify and make recommendations to resolve performance and behaviour within TIO's guidelines and policies
- Communicate and implement agreed plans
- Under the direction of the Early Resolution Leader:
 - Attend to employment matters
 - Prepare and deliver performance appraisals and performance improvement plans and disciplinary action
 - Monitor outcomes and, making adjustments as necessary

Business Improvement

- Lead and support individuals through business improvement changes, ensuring a smooth transition and understanding of change drivers
- Encourage and enable people to identify opportunities to enhance and simplify contact centre processes
- Proactively contribute to initiatives that will improve performance, and consistency of performance, at TIO
- Work with the Senior Enquiry Officer/Training for training and on going real time coaching

Stakeholder Engagement

- Build high quality working relationships with internal & external stakeholders
- Engage with Member representatives to provide information about the TIO's complaint handling processes and address queries
- Action contacts by members received via the TIO website, e-mail, post or telephone, as required

Privacy/Risk Management

- Build awareness of organisation and individual responsibilities for risk management and compliance with TIO policies and procedures, along with privacy and legislative requirements.

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
- TIO Managers are responsible for ensuring that the workplace, including entering and exiting the workplace, is safe and without risk to health or safety, through preventing or minimising the exposure of people under their control to risk. TIO Managers are also responsible for maintaining a safe working environment, ensuring that safe work practices are in place and observed, and assisting in the rehabilitation of injured employees

Other

- Undertake administrative & other tasks as required
- Undertake project work as required
- Participate fully as a member of the Dispute Resolution Group and as part of the TIO.

Person specification

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

Qualifications and experience	<ul style="list-style-type: none"> • Bachelor degree or higher in a relevant discipline, such as management, law or commerce is highly desirable • Demonstrated experience in successfully leading and managing a team of people • Experience in leading people through influence and guiding others in responding to disputes • Experience or knowledge of the telecommunications industry is desirable • Experience in ombudsman schemes or a complaint handling service industry would be highly regarded • Experience in an operations environment would be highly
Knowledge and skills	<p>Dispute Resolution</p> <ul style="list-style-type: none"> • Understanding of procedural fairness and independence in relation to the role of an industry Ombudsman • Awareness of key legislation including the Australian Consumer Law, Privacy Act 1988 and Telecommunications Act 1997 <p>Interpersonal skills and leadership</p> <ul style="list-style-type: none"> • Superior written and verbal communication skills • Superior ability to influence, engage and motivate others • Ability to achieve positive outcomes with and through others • Ability to lead and work as part of a team <p>Operations management</p> <ul style="list-style-type: none"> • Ability to interpret data and report • Strong decision making and attention to detail • Demonstrated ability to apply acumen • Ability to monitor and manage performance against set targets • Skill in assessing operational performance • Demonstrated ability to troubleshoot and problem solving with practical implementation <p>Administration and organisation</p> <ul style="list-style-type: none"> • Knowledge of contact centre technologies and resource planning methodologies and principles is desirable. • Demonstrated understanding of the importance of accurate record keeping • Commitment to consistency in approach, processes and application of policies/standards • Ability to prioritise and control workload for self and for others. • PC literacy including the effective use of the following applications: MS Word, MS Excel, Outlook, Internet and Intranet system.
Personal attributes	<p>Inspires loyalty and trust:</p> <ul style="list-style-type: none"> • Clearly conveys and cascades information and ideas, through a variety of media, to individuals or groups in ways that engage the audience and helps them to understand and retain the message • Regularly seeks and acts on feedback and proactively addresses issues • Leads by example • Creates shared vision through transparency of actions and behaviour. <p>Adaptable and flexible:</p>

	<ul style="list-style-type: none"> • Adapts own personal style to suit varying environments • Accepts and responds to change in a positive and constructive manner • Prioritise to effectively manage workload to minimise adverse impact with regard to cost, well-being, effectiveness and other factors • Proactively completes own tasks in the face of pressures and challenges. <p>Demonstrates integrity:</p> <ul style="list-style-type: none"> • Hears all sides and listens with an open mind • Is reasoned, transparent and consistent in decision making • Delivers on commitments made. <p>Collaborative and constructive:</p> <ul style="list-style-type: none"> • Strives to understand and efficiently respond to different stakeholder needs and perspectives • Communicates openly, constructively and professionally • Willing to help; values others' knowledge and diversity. <p>Committed to continuous improvement:</p> <ul style="list-style-type: none"> • Proactively seeks opportunities to make positive changes • Takes responsibility for self-development • Expects and enables others to grow and develop.
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Further considerations

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 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

Term of Employment:	Ongoing employment or 12 month maximum term employment
Hours of Duty:	A minimum of thirty-seven and one half (37.5) hours per week, between the hours of 9:00 am and 6:00 pm from Monday to Friday. Additional hours may need to be worked (including after office hours) 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.
Annual Leave:	Twenty eight (28) days annual leave per annum (pro-rata).
Personal Leave:	Ten (10) personal leave days per annum (pro-rata).

Work Conditions

The Team Leader is required to sit for extended periods of time and 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 training sessions, presentations and meetings.