

Assistant Ombudsman Dispute Resolution

Reporting to: Ombudsman

Group: Dispute Resolution

Direct reports: 8

Classification: 6

Organisation overview

The Telecommunications Industry Ombudsman (TIO) is a not-for-profit organisation. Our purpose is to provide fair, independent, and accessible dispute resolution services and improve outcomes for consumers and members. Achieving our purpose guides everything we do, through our five strategic goals:

1. Work with our members to reduce complaints and improve practices
2. Leverage the power of our people to strengthen capability and performance
3. Create a great consumer and member experience
4. Expand services with innovative solutions and technology
5. Use data and insights to influence policy and shape public debate.

The TIO's value statement is "Together we DREAM". That is, together, we:

- Dare to be great
- Respect and inspire
- Evolve and grow
- Appreciate and celebrate
- Make it easy

For more information about the TIO, please visit our website tio.com.au/about-us.

Group overview

The Dispute Resolution Group handles unresolved complaints from consumers about their telecommunications providers, using various dispute resolution techniques (including negotiation and conciliation and by making decisions) to resolve complaints.

The group also manages the development and delivery of units for the Graduate Certificate of Dispute Resolution (Industry).

Position purpose

The Assistant Ombudsman – Dispute Resolution (AO DR) leads the Dispute Resolution Group and is primarily accountable for providing fair, independent, and accessible dispute resolution services that are delivered efficiently and effectively. This includes:

- delivering an independent and accessible dispute resolution service with fair outcomes that take into account relevant laws, guidelines, and good practice
- providing inclusive leadership and support to ensure a thriving culture in the Dispute Resolution Group

- managing performance and efficiency, including budgeting and resource planning
- working collaboratively with the Assistant Ombudsman Early Resolution (AO ER) and Assistant Ombudsman Improvement, Policy and Reporting (AO IPR) to achieve TIO's mission of delivering a world class dispute resolution service
- contributing to strategic and operational planning and performance of the TIO as a key member of the TIO Senior Leadership Team.

Position Responsibility / Accountability

The AO DR will achieve the position purpose through the following responsibilities and accountabilities.

Delivering an independent and accessible dispute resolution service with fair outcomes that take into account relevant laws, guidelines, and good practice

- Make decisions on cases under delegation from the Ombudsman, and provide oversight of all recommendations and decision-making in the Dispute Resolution Group
- Plan and implement strategies to ensure efficient and effective handling of consumer complaints in a timely manner
- Provide advice and guidance to the Dispute Resolution Group on complaint handling and outcomes
- Lead the development and delivery of the Graduate Certificate of Dispute Resolution (Industry) Work closely with external stakeholders to facilitate complaint resolution and improve outcomes for consumers and members

Providing inclusive leadership and support to ensure a thriving culture in the Dispute Resolution Group

- Demonstrate an ongoing commitment and alignment to the TIO core values and behaviours
- Foster a thriving culture that encourages the heart and captures the mind of our people, resulting in exceptional customer service and a progressive modern and enduring TIO
- Lead and support the Dispute Resolution Group through business improvement changes, ensuring a smooth transition and understanding of change drivers and encourage and enable people to identify opportunities to enhance and simplify dispute resolution
- Maintain and build on the engagement, attachment, performance, development, belonging, and retention of employees in the Dispute Resolution Group
- Proactively lead, inspire, and support the development of the Dispute Resolution Leadership Team and set them up for success

Managing performance and efficiency, including budgeting and resource planning.

- Work with the Dispute Resolution Leadership Team to ensure resourcing meets demands and the Dispute Resolution Group is meeting performance and quality targets and the strategic goals

Working collaboratively with the Assistant Ombudsman Early Resolution (AO ER) and Assistant Ombudsman Improvement, Policy and Reporting (AO IPR) to achieve TIO's mission of delivering a world class dispute resolution service

- Work collaboratively with the AO ER and AO IPR to own, and continuously improve, the end to end complaint handling process
- Work with Finance, AO ER and AO IPR to understand current complaint trends to anticipate forecast demand and develop strategies to address demand end to end.
- Contribute to the work of the AO IPR in identifying and resolving systemic issues in complaints and contributing to the public debate
- Work with the Membership and Community Team to build on consumer and member satisfaction

Contributing to strategic and operational planning and performance of the TIO as a key member of the TIO Senior Leadership Team.

- Actively and positively participate as a key member of the TIO Senior Leadership Team to ensure an effective and cohesive Senior Leadership Team
- Work collaboratively and effectively with the People & Culture Team on workforce planning, communications, performance management, development, employee engagement and belonging
- Build awareness of organisation and individual responsibilities for risk management and compliance with TIO policies and procedures, along with privacy and legislative requirements.
- Build high quality working relationships with internal and external stakeholders, including providers, consumer groups, regulators, and government
- Proactively support Equality Diversity and Inclusion across the TIO including the DRG
- Contribute to development and delivery of the TIO's strategic goals

Primary relationships

Direct reports

Administration Assistant
Principal Investigator (three positions)
Adjudicator (three positions)
Quality & User Experience Specialist

Other key relationships

Ombudsman
Senior Leadership Team members
Business Partnerships Manager (People & Culture)
Industry Regulators
TIO Members
Box Hill Institute (Graduate Certificate in Dispute Resolution)

Skills and qualifications

Essential

Formal qualifications

- Tertiary qualification in Law, a related discipline, or extensive relevant experience

Experience and skills

- Extensive experience in investigation and dispute resolution
- Advanced reporting and analysis, and experience presenting data at senior level
- Extensive experience in inclusive recruiting, leading, developing, engaging, and retaining employees
- Highly developed skills in business planning, budgeting, and cost management
- Highly developed judgment and decision-making skills
- Expert verbal, written, and communication skills, including preparing and writing concise advice and decisions in Plain English

Knowledge

- Highly developed understanding of relevant law, including consumer, administrative, and privacy law
- Extensive and highly developed understanding of telecommunications laws and the industry, or the ability to quickly acquire and apply this knowledge

- Understanding of the role of the industry regulatory bodies and their relationships with alternative dispute resolution schemes

Personal specifications

- Highly developed senior external and internal stakeholder management
- Highly developed ability to develop and build relationships across the organisation
- Advanced change leader with an emphasis on positive and inclusive organisational culture
- Advanced inclusive leadership skills, including the ability to inspire and motivate people to their best, and to delegate and empower success across the Dispute Resolution Group
- Highly developed interpersonal and collaboration skills
- Highly developed influencing and negotiation skills
- Highly ethical, motivated, enthusiastic, and dedicated to achieving organisational and group objectives
- Highly developed ability to work proactively, independently and as a member of a team
- Advanced level of conceptual, analytical, and problem-solving skills
- Capacity to operate at both strategic and operational levels

Competencies

To perform this position successfully the incumbent must demonstrate functionality (skills, knowledge, and abilities) across each of the core and role-based competencies and capabilities.

Core organisational competencies

The TIO expects every employee to demonstrate four core competencies:

Collaboration

Focuses on enabling and empowering people; respecting and listening to all voices; working mindfully and together; listens, supports and cares for others; consults and collaborates with others and shares information and expertise; builds team spirit and resolves conflict respectfully and quickly, communicates openly without judgement or triangulation.

Enabling, owning, and embedding organisational values

Upholds personal and organisational values (Together we DREAM); demonstrates integrity and respect for all people; actively supports and promotes equality diversity and inclusion in all we do; builds and encourages organisational and individual social responsibility in the community.

Adapting and responding to change

Is agile and adapts to changing circumstances; welcomes new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.

Achieving individual work goals and objectives

Accepts and approaches challenging goals with enthusiasm; holds and owns accountability to deliver what we say we will; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental, learning or training opportunities.

Role-based Capabilities

Decision making and initiating action

Takes responsibility for actions, projects and people; takes initiative and works under own direction; introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks; actively seeks and welcomes diverse perspectives in ideation and decision making

Inclusive Leadership

Provides others with clear direction, support and development opportunities through coaching; motivates, enables and empowers others; acts as an inclusive leader and provides a psychologically safe work environment where people feel safe to bring their whole selves to work; displays courage by speaking up and challenges the status quo - of others, the systems and themselves; actively committed to diversity and inclusion and shows fairness and equality of opportunity for all; belief in TIO's purpose, values, strategic goals; fosters our EveryOne culture; ability to engage with diverse stakeholders; curious to learn about different cultures; facilitates and manages courageous conversations; values creativity and innovation; demonstrates critical thinking; high sense of self awareness and the ability to self-regulate.

Relationships and Networking

Fosters positive and enduring relationships of trust with stakeholders; relates well to people at all levels; builds wide and effective networks of contacts

Formulating strategies and concepts

Works strategically to realise organisational goals; sets and develops strategies; identifies, develops positive and compelling visions of the organisation's future potential; takes account of a wide range of issues across, and related to, the organisation.

Coping with pressures and uncertainty

Maintains a positive outlook at work; accepts that some ambiguity and uncertainty is inevitable; works productively in a high pressure environment; keeps emotions under control during difficult situations and withholds fast judgements; accepts feedback from others and sees constructive criticism as an opportunity to learn; balances the demands of work and effectively deals with conflicting priorities.

Holding accountability and achieving individual work goals and objectives

Maintains a positive outlook at work; accepts that some ambiguity and uncertainty is inevitable; works productively in a high pressure environment; keeps emotions under control during difficult situations and withholds fast judgements; accepts feedback from others and sees constructive criticism as an opportunity to learn; balances the demands of work and effectively deals with conflicting priorities.

Commercial acumen

Keeps up to date with market trends; identifies opportunities for the organisation; maintains awareness of regulatory developments; demonstrates financial and budgeting awareness; identifies opportunities for efficiency or continuous improvement, effectively and efficiently manages funds to deliver services.

Workplace health, safety, and wellbeing

We are committed to ensuring the health, safety, and wellbeing of our people. Employees must comply with all legislative requirements in respect to Workplace Health and Safety and follow all policies, procedures, and codes to ensure a safe and accident-free workplace is maintained.

Equal employment opportunity

We are committed to our people. We respect and embrace all kinds of diversities and are committed to being inclusive. We recruit, develop, compensate, promote, and manage employees regardless of ethnicity, religion, national origin, gender, sex, sexuality, intersex variation, disability, age, and life experience. We encourage our employees to bring their authentic selves to work because we celebrate all our differences, support it, and thrive on it.

Version control

Updated by:	Judi Jones & Gaye Wealthy
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