



Find a clear way forward... for your career

Position description

Position:	Early Resolution Team Leader	Reporting to:	Early Resolution Business Lead
Functional Area:	Early Resolution	Classification:	Grade 3
Direct Reports:	Early Resolution Officers		

Position purpose

The Early Resolution Team Leader plays a key role in the operations of the Early Resolution area. They are responsible for day-to-day management and leadership of a team of Early Resolution Officers. Team Leaders drive implementation of successful operational and workforce management activities.

The Team Leader provides coaching, support, and direction to deliver excellent customer experiences. They do this by being independent, ensuring relevant information is provided about our service, and importantly, making sure we handle complaints as we say we will in our terms of reference and complaint handling procedures.

The team leader will mentor their team, help them develop, and provide a framework and assistance to manage challenging calls. The Team Leader takes responsibility for providing a psychologically safe workplace, and has pride in being an inclusive leader.

Team overview

If a consumer has a problem with their phone or internet service and they have not been able to resolve it with their service provider, they can contact the TIO. Consumers and service providers may contact us through phone, website, email, or post, with more channels to come. Each of these initial contacts are managed by the Early Resolution Group.

The teams record the complaints and send them to dedicated complaint handlers at the service providers, who will work with consumers to fix it. If the provider and consumer cannot resolve the complaint, they can get back in touch with us. We will first check it is a complaint we can continue to look into and that we have all the information we need. If we can handle it and have all the information we need, we will also see if we can fast track the complaint or need to refer it to our Dispute Resolution area for resolution.

When we handle a complaint, we focus on service and independence. We'll think about the law, good industry practice and what is fair. We also handle complaints in accordance with our own policies and procedures, which we publish on our website.

The work we do is important to more people than just consumers and members. The information we record on a complaint is used by our Dispute Resolution Group (who will look into unresolved complaints in more detail), is relied

on for our regular complaints reports, informs systemic investigations and submissions, and highlights areas where industry can improve.

Organisation overview

The TIO offers an independent and accessible service for resolving complaints about telephone or internet services. The service is free to consumers, and most complaints are resolved between the consumer and the telco. 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 consumers. The TIO's purpose is to provide fair, independent, and accessible dispute resolution services and improve outcomes for consumers and members.

The TIO provides a respectful and culturally safe workplace for all our employees.

The TIO has five key strategic goals for FY21-23:

1. Work with members to reduce complaints and improve practises.
2. Leverage the power of our people to strengthen our 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

Position description

Key responsibilities

Operational Performance

- Monitor and manage performance to meet agreed targets.
- Analyse operations data, review trends, request, interpret and report on a range of reports and dashboards.
- Monitor team member 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.

Quality Assurance

- Assist and provide guidance, feedback coaching and support to Early Resolution Officers in relation to handling cases and providing exceptional customer experiences.
- Prepare and deliver effective training sessions for Early Resolution 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

- Monitor the welfare of team members, taking appropriate action where necessary.
- Ensure smooth day-to-day operation of the Contact Centre, by creating a work environment which is inclusive and collaborative.
- Manage team member leave and attendance administration requirements.
- Recognise good performance and implement strategies to improve under performance.
- Under the direction of the Early Resolution Business Lead:
 - Attend to employment matters.
 - Prepare and deliver performance appraisals and performance improvement plans and disciplinary action.
 - Monitor outcomes and, adjusting as necessary.

Business Improvement

- Lead and support team members and colleagues 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 Early Resolution Coaches 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.

Other

- Undertake project work as required.
- Participate fully as a member of the Early Resolution Group and as part of the TIO.
- This position is required to undertake other duties and projects as directed.

Person Specifications

Knowledge and Skills

In addition to being able to demonstrate the knowledge and skills referred to in key responsibilities, the knowledge and skills needed for this role includes:

- Strong Interpersonal skills
- Superior written and verbal communication skills
- Strong ability to influence, engage and motivate others to achieve positive outcomes
- Demonstrated ability to troubleshoot and problem solving with practical implementation.
- Knowledge of contact centre technologies and resource planning methodologies and principles is desirable.
- Demonstrated understanding of the importance of accurate record keeping.
- 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

- Understanding of procedural fairness and independence in relation to the role of an industry Ombudsman (desirable)
- Awareness of key legislation including the Australian Consumer Law, Privacy Act 1988 and Telecommunications Act 1997 (desirable)

Qualifications and Experience

- Experience leading and or coaching.
- Experience working in the Telecommunications industry.
- Relevant experience in a complaint handling environment utilising Alternative Dispute Resolution methods (highly regarded).

Personal Attributes

- Inspires loyalty and trust by clearly conveying information and ideas in ways that engage the audience and leading by example.
- Organised and able to manage own time effectively, with the ability to achieve deadlines and prioritise work according to conflicting demands.
- Ability to maintain independence and act in a professional and diplomatic manner with stakeholders.
- Ability to develop effective working relationships across all levels of an organisation; both internally and externally.