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## Position description

Position:	Adjudicator	Direct Reports:	Assistant Adjudicator
Functional Area:	Dispute Resolution	Classification:	Grade 5
Reporting to:	Assistant Ombudsman, Dispute Resolution		

## Position purpose

The Adjudicator's primary role is to prepare decisions for the Ombudsman or under delegation from the Ombudsman.

Adjudicators are subject matter experts in all areas of the TIO's complaint handling jurisdiction as well as its role in considering objections to proposed land access objections. Under delegation they can issue decisions and Temporary Rulings.

Adjudicators provide advice to the Ombudsman and Assistant Ombudsman, Dispute Resolution about how complaints or emerging issues should be dealt with. They also make final decisions in relation to jurisdiction.

## Team overview

The Dispute Resolution area handles unresolved consumer and small business complaints about telecommunication services, using a range of methods, including conciliation and investigation.

## 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 telco 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 changes and focusses on people and infrastructure.
2. To provide an independent dispute resolution service that is efficient and effective without compromising integrity.
3. To collaborate, share knowledge and educate members and stakeholders to reduce complaints and improve telecommunications services.
4. To be known, respected and accessible.

# Position description

## Key responsibilities

### Case Management and decision making

- Actively manage a caseload of matters requiring proposed resolutions and decisions
- Handle the consideration of objections to proposed land access by carriers under Schedule 3 to the Telecommunications Act 1997
- Prepare decisions for the Ombudsman
- Under delegation from the Ombudsman prepare sound decisions to resolve disputes between consumers and their telecommunications providers
- Under delegation from the Ombudsman, issue Temporary Rulings to members
- Make decisions about the TIO's jurisdiction to handle complaints
- Conduct conciliations, including multiparty conciliations for complex matters where appropriate
- Undertake reviews of assessments and decisions on jurisdiction when a provider or consumer rejects the initial decision

### Guidance and Advice

- Provide guidance to Dispute Resolution teams in relation relevant laws, codes and industry practice to assist them in resolving disputes
- Provide expert guidance and training in decision making, law and regulation in the telecommunications industry
- Provide advice to staff seconded to assist Adjudicators in decision writing and jurisdiction assessments
- Provide expert input to development of guidance materials, position statements and training materials
- Provide training forming part of the Graduate Certificate in Dispute Resolution (Industry)

### Stakeholder engagement

- Represent the TIO at conferences, industry, regulatory and other forums

This position is required to undertake other duties and projects as directed.

## Person specification

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

### Knowledge and skills

- Excellent understanding of the telecommunications sector and the co-regulatory regime
- Excellent written communication skills and demonstrated ability to prepare impartial recommendations and decisions
- Excellent understanding of and significant experience in consumer law, privacy law and the codes applying to the telecommunications sector
- Demonstrated understanding of the theory and practice of Alternative Dispute Resolution and procedural fairness in the context of an industry Ombudsman scheme

### Qualifications and experience

- Tertiary qualification in a law and significant post qualification experience, preferably in an Ombudsman service
- Graduate Certificate in Dispute Resolution (Industry) - desirable
- Significant experience in investigating and managing complex complaints and in preparing written decisions for an Ombudsman or similar
- Experience in mediation or conciliation, including multi-party conciliation

### Personal attributes

- Strong interpersonal skills.
- Organised and able to manage own time effectively, dealing effectively with competing priorities
- Forward-thinking, collaborative and innovative
- Ability to develop effective working relationships across all levels of the organisation and both internally and externally
- Professional, impartial and diplomatic in dealing with internal and external stakeholders