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Position description

Position :	Improvement and Knowledge Officer	Direct reports :	Nil
Group :	Improvement Policy & Reporting	Classification :	3
Reporting to :	Improvement Lead		

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 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.

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

Group overview

The **Improvement team** reports to the Assistant Ombudsman, Improvement, Policy & Reporting (IPR).

The IPR group works closely with the telecommunications industry and regulators to drive improvements in the delivery of telecommunications services, and with others in the TIO to promote a culture of continuous improvement in complaints handling.

IPR group functions are:

- continuous improvement and knowledge
- policy and systemic issues
- data analysis and reporting
- communications and engagement
- strategy and regulatory affairs.

The **Improvement team** is responsible for:

- driving and delivering continuous business improvement
- knowledge capture, management and improvement
- provides support and advice to our senior leaders
- supporting the improvement agenda.

Position purpose

The **Improvement and Knowledge Officer** reports to the **Improvement Lead** and contributes to the TIO's continuous improvement workstream by developing and identifying opportunities for improvement and knowledge capture at the TIO.

Key responsibilities

The **Improvement and Knowledge Officer**

Contributes to and delivers :

- continuous improvement activities using an evidence-based approach and project management methodology
- initiatives to improve business systems, processes and knowledge capture by identifying practices that are:
 - impacting on the customer experience
 - impacting on operations, risk management and the TIO's ability to meet legislative, benchmark and Terms of Reference obligations
- the assessment of processes and knowledge resources requiring improvement
- process maps, diagrams and models using data to guide and support decision making
- the creation and management of knowledge resources (such as letters, guidance notes, policies, intranet pages and other knowledge resources)
- system enhancements and organisation change to improve efficiency and user experience.
- business improvement projects (in consultation with the Improvement Lead and Improvement Specialist)
- productive, respectful and positive relationships with all stakeholders and ensures that internal stakeholders and kept informed of project progress

Contributes to and supports:

- developments in the telecommunications market and regulatory environment
- the TIO's improvement agenda
- regular briefings and reports to the TIO senior leadership group and reports to for the Ombudsman and TIO Board
- projects aligned with the TIO's strategic goals
- an environment of continuous improvement using an evidence-based approach and project management methodology

The **Improvement and Knowledge Officer** also:

- Promotes a culture of continuous improvement and practice
- Provides support and advice to the Ombudsman, Assistant Ombudsman and other senior leaders as required
- Works closely with all Assistant Ombudsman groups and Information, Systems and Technology team to deliver outcomes and improvements
- Contributes to the TIO's improvement agenda
- Contributes to TIO's aim of Employer of Choice

Primary relationships: Improvement Lead, Improvement Specialist, Improvement and Knowledge Officer, Assistant Ombudsman, senior leadership team, Information Systems & Technology team, Communication & Engagement team, Reporting Team.

Other relationships: Early Resolution and Dispute Resolution Officers.

Experience and skills

Experience

- Delivering organisational improvement, and implementing new business processes (3+ years' experience)
- Creating high quality reports, process maps, models, diagrams and knowledge resources (3+ years' experience) (desirable)
- Intermediate to advanced skills and experience in Microsoft Office (365) suite (Teams, SharePoint, OneNote)
- Highly proficient in applying plain language principles to written knowledge resources
- Delivering tasks on time and meet tight deadlines
- Presenting and delivering training presentations and complex information
- Providing high level advice to internal stakeholders
- Influencing and engaging with a range of stakeholders within an organisation.
- Complying with organisational confidentiality and privacy obligations
- Knowledge of process improvement methodology (e.g LEAN Six Sigma) and project management methods

Skills

- Contributes to skilled and motivated teams
- Highly developed interpersonal skills
- Identifying and escalating risk
- Identifying, building, and developing productive relationships with all stakeholders.
- Thinks laterally and applies innovative thinking to address complex problems
- Communicates clearly and effectively and at all levels within an organisation
- Positive work ethic, professional, resilient, and respectful to others
- Commitment to TIO's Purpose and Values

Qualifications

- Bachelor degree or equivalent (Eg. commerce, management, MBA) (desirable)

Competencies

To perform this position successfully the incumbent must be able to demonstrate functionality across the core and organisational competencies. Additionally, the incumbent must possess the essential (technical and professional) knowledge, skills, and experience detailed in the person specification.

Core organisational competencies

The TIO expects every employee to adopt 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.

Enables, owns, and embeds 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 organisational competencies

The role-based organisation competencies associated with this role include:

Presenting and communicating information

Communicates effectively using the principles of plain English; expresses opinions, information and key points clearly; makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility and builds TIO reputation.

Applying expertise and leveraging technology

Applies specialist and detailed technical expertise; utilises and leverages technology to achieve work objectives; develops job knowledge and expertise (theoretical and practical) through continual professional development; demonstrates an understanding of different organisational groups and functions.

Analysing

Analyses numerical data and all other sources of information, to break them into component parts, patterns and relationships; probes for further information or greater understanding of a problem; makes rational judgements from the available information and analysis; demonstrates an understanding of how one issue may be a part of a much larger system.

Creating and innovating

Is curious, develops new ideas, approaches, or insights; creates innovative products or designs; produces a range of solutions to problems.

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 identity, sexual orientation, disability, age, life experience and any other intersecting diversities. 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

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Approver:	B Taneski, Assistant Ombudsman, IPR