



## Find a clear way forward for your career

### Position description

<b>Position:</b>	Administration Assistant - Dispute Resolution	<b>Direct reports:</b>	Nil
<b>Group:</b>	Dispute Resolution	<b>Classification:</b>	2
<b>Reporting to:</b>	Assistant Ombudsman Dispute Resolution		

### 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](https://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, conciliation and by making decisions) to resolve the complaints.

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

### Position purpose

This Administration Assistant – Dispute Resolution is responsible for providing timely and professional administrative support to the Assistant Ombudsman, Dispute Resolution and the Dispute Resolution Leadership team.

The Administration Assistant has responsibilities for duties such as calendar management, project co-ordination, preparing various meetings, assisting with communication and travel and event management.

The Administration Assistant also provides high level administrative and operational support to the DR Leadership team in managing the strategy, planning and delivery of organisational goals and objectives

## Key responsibilities

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The Administration Assistant Dispute Resolution role is to

- Provide administrative support
- Provide event and meeting management
- Act with integrity and establish strong relationships with stakeholders.

### Provide administrative support

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- Provide full administrative support to the Assistant Ombudsman, Dispute Resolution and the DR Leadership team
- Assist the DR Leadership team in administering cases referred for decisions
- Assist with managing budget and expense claims and acquittals
- Assist with coordinating projects and process improvement initiatives
- Prepare and collate briefing papers, presentations, reports to the Board and management reports
- Assist with managing employee leave
- Assist with managing the Dispute Resolution Intranet page and knowledge base
- Assist with communications to external stakeholders, including in relation to complaints requiring follow-up escalation

### Event and meeting management

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- Manage the diary and calendar of the Assistant Ombudsman, Dispute Resolution. This includes arranging meetings with internal and external stakeholders along with coordinating technology or meeting rooms.
- Assist with scheduling training and assessments for the Graduate Certificate in Dispute Resolution (Industry) and maintain records of enrolment, attendance, and completion for employees
- Assist with managing events (such as meetings, training sessions, seminars, webinars), including planning, organising and coordinating the events and travel and catering.
- Provide support for team meetings, including coordinating the agenda, minute taking, presentations and following up action items.
- Assist with recruiting new employees. This includes scheduling interviews and coordinating on-boarding.

### Act with integrity and maintain strong relationships

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- Adhere to a high standard of professional principles including honesty, integrity, and ethical decision-making and capacity to exercise a high level of confidentiality and discretion
- Ensure compliance with all TIO policies, procedures and protocols, including workplace health & safety requirements, Delegations of Authority policy, People & Culture policies and procedures, Finance-related and in promoting a working environment and workplace culture aligned to TIO's values and our Equality, Diversity and Inclusion commitment in all we do
- Maintain strong effective working relationships with internal and external stakeholders including being a key point of contact for each of the Senior Leaders.

This position is required to undertake other duties and project-related work as required and as directed.

## Experience and skills

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### Experience

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- Demonstrable administrative skills in a professional environment
- Exceptional interpersonal and stakeholder management skills, with the ability to build professional, respectful, inclusive, and effective working relationships at all levels across the whole of the TIO
- Highly organised and able to manage own time effectively, with the ability to achieve deadlines and prioritise work according to conflicting demands
- Ability to gather information and make sound decisions
- Strong ability in using MS Office (MS Excel, PowerPoint, Outlook, Word, Teams etc)

### Skills

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- Highly organised and able to prioritise tasks effectively and efficiently to meet set deadlines on time
- A high standard of professional principles and values including honesty, integrity, and ethical decision-making and capacity to exercise a high level of confidentiality and discretion
- Great initiative and flexibility with the ability to be proactive and adapt easily to change and new ideas
- Work collaboratively and in a spirit of co-operation
- A positive attitude and a sense of humour
- Strong attention to detail
- Values aligned to the TIO

### Qualifications

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- Previous experience working in a busy or high-volume administrative or customer service role

### Competencies

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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

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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

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

### Delivering Results and Meeting Stakeholder Expectations

Focuses on internal and external stakeholder needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.

### 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.

### Following Instructions and Procedures

Follows procedures and adheres to policies; delivers to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the role.

## Workplace health, safety, and wellbeing

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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

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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.

Updated:	1 June 2022
Approved:	TBC
Approver:	Wendy Wang