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Position Description

Position:	Reporting Lead	Direct reports: 2-3
Group:	Improvement, Policy, Reporting & Communications	Classification: 5
Reporting to:	Assistant Ombudsman Improvement Policy, Reporting & Communications	

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 **Reporting** team reports to the Assistant Ombudsman Improvement, Policy, Reporting & Communications (IPRC).

The IPRC 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.

IPRC team functions are:

- continuous improvement
- regulatory affairs, policy and systemic issues
- data analysis and reporting
- communications and engagement

The **Reporting** team is responsible for:

- undertaking complex and detailed data analysis
- the provision of intelligence to internal stakeholders and
- the provision of data dashboards and reporting to internal and external stakeholders.

Position purpose

The Reporting Lead reports to the Assistant Ombudsman Improvement, Policy, Reporting & Communications and leads a team responsible for:

- management of complex and detailed data analysis and reporting on behalf of the TIO
- best practice data analysis and reporting that is focused on highlighting emerging issues and improving the telecommunications industry
- contributing to high quality external reporting to stakeholders
- development and reporting of organisational strategic goals and measures.

This role collaborates closely with other senior leaders including the Policy & Regulatory Affairs Lead, Improvement & Projects Lead and Communications and Engagement Lead, to ensure a consistent TIO voice.

Key responsibilities

The Reporting Lead:

Leads and develops a team delivering:

- internal and external reporting on complaint trends, insights and dispute resolution outcomes by:
 - undertaking data extraction, analysis, manipulation
 - utilising data analytics and market intelligence, and
 - preparing reporting for a range of internal and external stakeholders.
- continuous improvement in data principles, analysis and forecasting methodologies
- reporting on organisational reporting metrics and key performance indicators (outcomes in line with strategic goals)
- data analysis and dashboards aligned with TIO strategic goals
- data analysis and identification of trends in relation to systemic issues
- complaint forecasts based on internal and external market information
- data and trend analysis in support of TIO submissions to government and industry inquiries and consultation
- reports to external stakeholders, including ACMA and government departments
- content for high quality products for external publication (i.e., Annual Report, quarterly complaints reports, systemic issues investigation reports)

The Reporting Lead also:

- Supports and contributes to initiatives aimed at raising awareness of the TIO scheme
- Provides support, advice and briefings to the Ombudsman, Assistant Ombudsman and TIO senior leaders as required
- Works closely with the Member Services and Information, Systems and Technology teams to ensure the provision of accurate and reliable reports to stakeholders
- Contributes to projects aligned with the TIO's strategic goals
- Contributes to the TIO's improvement agenda
- Develops productive, respectful, and positive relationships with all stakeholders
- Contributes to TIO's aim of Employer of Choice
- Undertakes other duties and projects as directed

- Complies with organisational confidentiality and privacy obligations.

Direct reports: Data & Reporting Specialist, Senior Data & Reporting Officer, and Data & Reporting Analyst (vacant).

Primary relationships: Ombudsman, Assistant Ombudsmen, TIO senior leaders, Policy & Regulatory Affairs Lead, Communications and Engagement Lead, Improvement & Projects Lead, TIO Data Warehouse Architect, regulators, industry, and consumer advocacy groups.

Experience and skills

Experience

- Leading, developing, and coaching teams
- Significant experience in statistical analysis and quantitative and qualitative research using a range of best practice methodologies (6-8 years+)
- Significant experience in reporting data trends to external audiences (essential)
- Advanced skills in MS Power BI and other business analytic tools (essential)
- Advanced skills in SQL (essential); R (desirable)
- Experience with data warehouses
- Delivering projects on time and meeting tight deadlines
- Contributing to organisational improvement and strategic projects
- Project management and government liaison
- Presenting/delivering complex information (data and statistics) to diverse audiences
- Providing high level advice to internal stakeholders
- Influencing and engaging with stakeholders at all levels within an organisation
- Operating at both a strategic and operational level as required
- Complying with organisational confidentiality and privacy obligations

Skills:

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

Qualifications:

- Bachelor's degree or higher in Mathematics, Data Science, Statistics, or Commerce/Economics is essential

Competencies

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

Core organisational competencies

The TIO expects every employee to adopt four core competencies:

Collaboration

Focus 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 our 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.

Holding accountability and achieving individual work goals and objectives

Accepts and approaches challenge 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 competencies

The role-based organisation competencies associated with this role:

Inclusive leadership

Provides others with clear direction, support and development opportunities; 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; actively committed to diversity and inclusion; ability to engage with diverse stakeholders; champions equality; engages in courageous conversations; values creativity and innovation; demonstrates critical thinking; high sense of self awareness.

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.

Persuading and influencing

Gains clear agreement and commitment from others by persuading, convincing and negotiating; makes effective use of processes to influence and persuade others; promotes ideas on behalf of oneself or others; makes a strong personal impact on others; encourages the sharing of ideas and best practices; encourages others.

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; projects credibility.

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.

Applying expertise and leverages technology

Applies specialist and detailed technical expertise; utilises and leverages technology to achieve work objectives; develops job knowledge and expertise (theoretical and practical) through continuous professional development; understands 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.

Planning and organising

Sets clearly defined objectives; plans activities and projects well in advance and takes into account unforeseen circumstances; identifies and organises resources needed to accomplish tasks; manages time effectively; identifies opportunities for efficiency; monitors performance.

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 and sees constructive criticism as an opportunity to learn; balances the demands of work and conflicting priorities.

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

Updated by:	11 July 2022
Approved:	29 July 2022
Approver:	Assistant Ombudsman, IPRC