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Position Description

Position:	Improvement and Projects Lead	Direct reports: Nil
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 **Improvement & Projects Lead** 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 **Improvement & Projects Lead** is responsible for leading improvement initiatives across the TIO and working collaboratively with a broad range of internal and external stakeholders on projects delivering improvements in dispute resolution and complaint handling.

Position purpose

The **Improvement and Projects Lead** reports to the Assistant Ombudsman Improvement, Policy, Reporting & Communications and is responsible for leading business improvement, optimisation and innovation initiatives to enable the TIO to meet its legislative, benchmark and Terms of Reference obligations.

This role collaborates closely with leaders across the TIO and with external vendors to deliver organisational improvement and a world leading Ombudsman.

Key responsibilities

The **Improvement and Projects Lead**

Delivers:

- **Leadership on continuous improvement outcomes** including:
 - best practice complaint handling and dispute resolution, best practice systemic issues investigation, and enhanced customer and user experience
 - proactive improvement initiatives in response to changes in the TIO's internal and external operating environments, including fluctuations in complaint volumes
 - workshops to identify and eliminate organisational inefficiency
 - development of high-quality visual management boards, process maps, models, diagrams, dashboards and other resources
 - coaching and training employees in new improvement methods and approaches (i.e., Lean and 'train the trainer')
 - managing the impacts of change initiatives in the TIO, and mitigating risk
 - managing external vendors and consultants as required
- **Project Management Office (PMO) services to ensure the delivery of projects on time and within budget by:**
 - leading, overseeing, monitoring and implementing TIO projects
 - supporting large strategic projects (such as TIO's technology refresh project 'Echo')
 - analysing cross-project resource requirements to ensure dependencies and constraints are appropriately escalated and addressed
 - proactively monitoring project progress, risk and issue resolution
 - ensuring project management governance principles are followed by project teams
 - working with functional areas to manage communication with stakeholders
 - reporting on program and project activities, performance, and realisation of benefits
 - supporting the assessment and prioritisation of proposed/new projects
 - conducting post implementation reviews and other evaluation exercises
 - training employees in project management principles and methods

The **Improvement and Projects Lead** also:

- Provides briefings and reports to the TIO senior leadership group, and Board as required
- Supports and contributes to initiatives aimed at raising awareness of the TIO scheme
- 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.

Primary relationships: Assistant Ombudsman IPRC, TIO Senior Leaders, people leaders, Shared Services group, external vendors.

Direct reports: None although this may change based on requirements. Management of external vendors may also be required.

Experience and skills

Experience

- Leading, coaching and developing people
- Significant experience in delivering organisational improvement and innovation (5+ years)
- Significant experience in PMO administration, leading large and small projects (5+ years)
- Advanced skills in the creation of dashboards and visual management boards, process maps and diagrams, and other improvement resources (i.e., user guides, procedures, analysis tools etc)
- Advanced stakeholder and change management, training and coaching experience
- Advanced communication, research, report writing and data analysis skills
- Experience in vendor management
- Highly proficient in Jira, Microsoft Office 365 (SharePoint, Teams, PowerPoint, Word, Excel, and Outlook) and MS Project
- Delivering projects on time and meeting tight deadlines
- Contributing to organisational improvement
- Presenting/delivering complex information (data and statistics) to diverse audiences
- Providing high level advice to internal and external 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:

- 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
- Communicating 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 relevant field essential
- Specialisation or qualification in process improvement methodology (i.e., LEAN Six Sigma)
- Project Management professional certification (e.g., PRINCE2)

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.

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:

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; seeks and welcomes diverse perspectives.

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; encourages the sharing of ideas and best practices; encourages others.

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.

Learning and researching

Learns new tasks and can apply the learning to work; demonstrates an understanding of newly presented information; gathers diverse information to support decision making.

Creating and innovating

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

Formulating strategies and concepts

Works strategically to realise organisational goals; sets and develops strategies; identifies, develops positive and compelling visions of the organisation's future potential.

Planning and organising

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

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 pressure 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.

Commercial acumen

Keeps up to date with market trends; identifies opportunities for the organisation; maintains awareness of regulatory developments; effectively and efficiently manages funds to deliver services.

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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