



## Find a clear way forward for your career

### Position description

Position:	Policy & Regulatory Affairs Lead	Direct reports:	2
		Indirect reports:	4-5
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](https://tio.com.au/about-us).

### Group overview

The **Policy & Regulatory Affairs** 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 Policy & Regulatory Affairs team is responsible for regulatory affairs, policy and systemic investigations work undertaken by the TIO. The team works closely with external stakeholders and has a focus on industry improvement and policy development that is focused on improved outcomes for consumers and the industry.

## Position purpose

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The **Policy & Regulatory Affairs Lead** reports to the Assistant Ombudsman IPRC and leads a team responsible for:

- undertaking complex systemic issues investigations and systemic issues report publications
- preparing policy responses to emerging trends, industry code/law reform and
- responding to government departments, regulators, consumer and industry bodies.

This role collaborates closely with other senior leaders including the Communications and Engagement Lead and Reporting Lead, to ensure a consistent TIO voice.

## Key responsibilities

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The **Policy & Regulatory Affairs Lead** leads a team responsible for:

- systemic issues investigations, referrals to regulators in accordance with Terms of Reference, and high-quality systemic investigation reports
- the TIO's policy submissions in external policy consultation (law and industry code reform) and responses to parliamentary and other public inquiries
- identifying emerging trends in the telecommunications industry and market
- collaborative engagement with the Minister's office, government departments, regulators ACMA, ACCC, consumer and industry bodies (CommsAlliance, ACCAN, CALC, etc.)
- providing advice to the Ombudsman and senior leaders on complex or sensitive regulatory and political issues
- coordinating the Systemic Issues Investigations Steering group, TIO Consumer Panel, Independent Review (every 5 years), updates to Memoranda of Understandings, and other groups as required
- contributing to strategic projects and organisational performance reporting
- developing material and guidelines for internal and external use
- participating in external forums, representing the TIO

The **Policy & Regulatory Affairs Lead** also:

- Provides briefings and reports to the TIO senior leadership group and Ombudsman
- 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.

**Direct reports: Policy & Systemic Issues Specialists**

**Primary relationships:** Assistant Ombudsman IPRC, Ombudsman, TIO senior leaders, IPRC Leads, Communication & Engagement team, members, government departments, regulators, consumer and industry groups.

## Experience and skills

### Experience

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- Leading, developing, and coaching teams
- Significant experience in government, regulatory affairs, law, public policy (6-8 years+)
- Significant experience leading or contributing to investigations or policy development
- Delivering high-quality briefings, reports, publications, and projects within tight deadlines
- Experience in issues management and managing positive stakeholder relationships
- Advanced understanding of telecommunications legal and regulatory framework (desirable)
- Understanding of dispute resolution principles and the Benchmarks for Industry Based Customer Dispute Resolution (desirable)
- Advanced research, plain language writing, editing, and proofreading skills
- Proficient in Microsoft Office 365 (SharePoint, PowerPoint, Word, Excel, and Outlook)
- Contributing to organisational improvement
- Presenting or delivering complex information 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:

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- 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
- 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:

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- Bachelor's degree or higher (Law, Public Policy) essential

## 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

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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:

#### 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 in ideation and decision making.

#### Inclusive leadership

Provides others with clear direction, support and development opportunities through coaching; 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 - of others, the systems and themselves; actively committed to diversity and inclusion and shows fairness and equality of opportunity for all; belief in TIO's purpose, values, strategic goals; fosters our EveryOne culture; ability to engage with diverse stakeholders; curious to learn about different cultures; facilitates and manages courageous conversations; values creativity and innovation; demonstrates critical thinking; high sense of self awareness and the ability to self-regulate.

### Relationships and networking

Establishes and maintains good relationships with stakeholders; relates well to people at all levels; builds wide and effective networks of contacts; uses humour appropriately to bring warmth to relationships with others.

### Presenting and Communicating

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.

### Planning and Organising

Sets clearly defined objectives; plans activities and projects well in advance and takes into account possible 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.

### 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; takes account of a wide range of issues across, and related to, the organisation.

### 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.

### 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:	8 July 2022
Approved:	29 July 2022
Approver:	Assistant Ombudsman, IPRC