

Attachment A – Job Profile

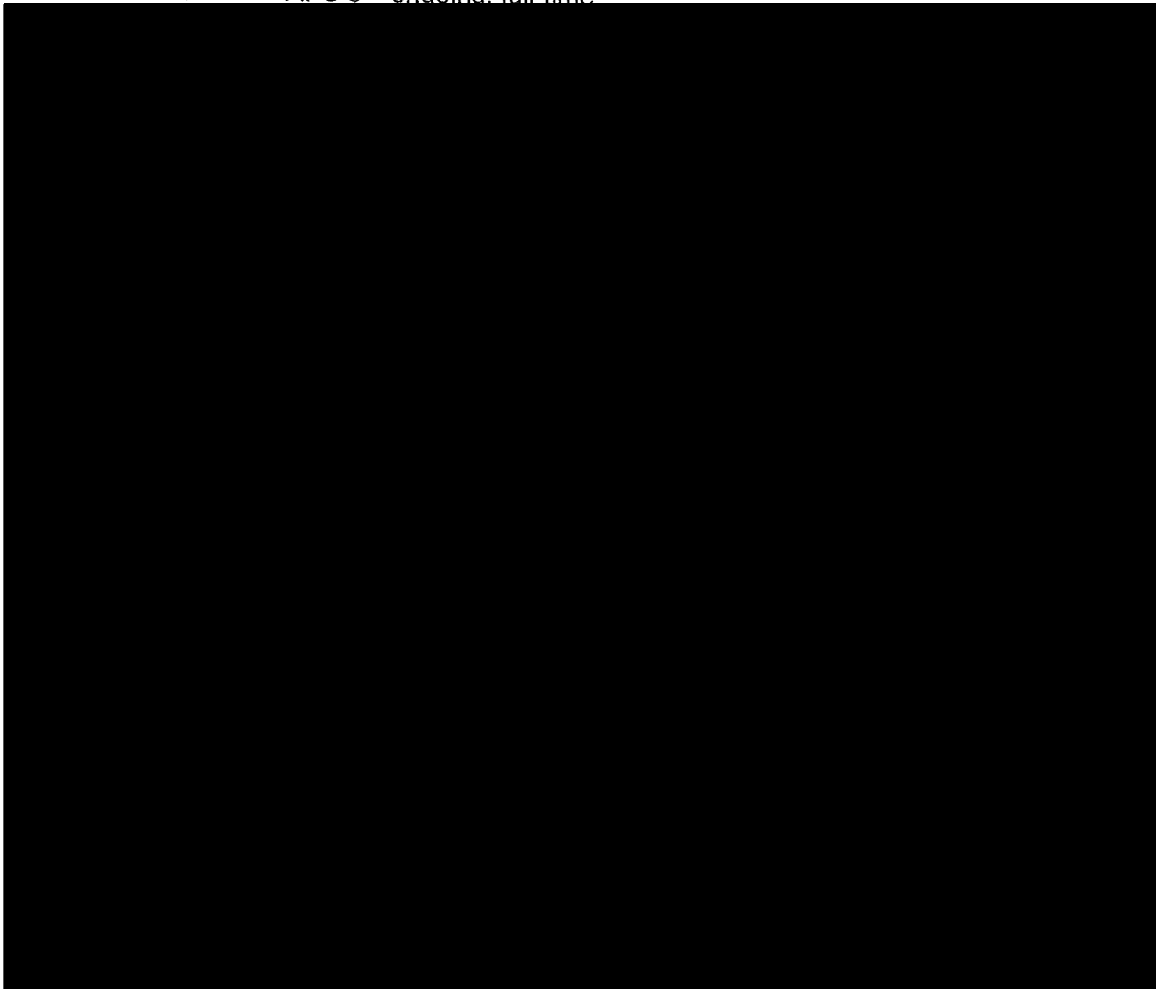


**JOB PROFILE**

**DATE APPROVED: 5 DECEMBER 2014**

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Local Title: Public Contact Team Supervisor  
Classification: APS 6 – ongoing, full-time



## Position Description

As the APS6 Public Contact Team Supervisor you will take on a leadership role in a team whose primary role is to process a variety of incoming complaints relating to Australian Government administration.

As supervisor of the team, you will oversee the processing of complaints received by the Public Contact Team into the Ombudsman's Office. Complaints are received by the Public Contact Team by telephone, in writing and via online forms. The team's primary work involves the registering of complaints and includes the referral of complaints to investigation staff, and other related tasks. The Public Contact Team also provides referral information to members of the public who contact the Ombudsman's Office about matters that are outside of its jurisdiction, and applies discretion not to investigate complaints in some circumstances.

You will personally talk with and write to members of the public in a professional and appropriate manner, and ensure that team members meet the same standard. You will act as an escalation point for the team. You will check the quality of work of team members and provide appropriate feedback.

As a senior member of a geographically dispersed team, you will be required to manage many of the day to day activities and workload of staff currently located in Canberra, Adelaide and Melbourne. You will be required to provide advice, training, feedback and support to team members as well as foster and manage ongoing positive performance culture, and promote team cohesiveness. You will also be required to develop and manage team work rosters and make daily adjustments to the staffing roster when unplanned leave and other commitments arise. You will work with your Manager and Director to ensure that Public Contact Team staffing levels are regularly assessed in the context of operational requirements and act proactively to address any concerns.

You will mentor and support staff and maintain clear and open communication with them. You will also disseminate information to team members and keep them informed of any changes in work practices and procedures.

You may be required to participate in research, projects, presentations and administrative work of the office as required and contribute to the development, achievement and continuous improvement of team objectives and plans.

Some travel may be required due to the location of team members in various sites.

