COMMONWEALTH OMBUDSMAN

## Job Profile

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| Local Title: | Complaints Resolution Officer (Affirmative Measures – Disability) |
| Classification: | APS Level 4 |
| Job Type: | Ongoing |
| Salary: | $65,988 - $71,645 (plus superannuation) |
| Position Number: | Several |
| Location: | Brisbane, QLD; Adelaide, SA; Canberra, ACT; Melbourne, VIC; Sydney, NSW; Perth, WA |
| Branch: | Complaints Management and Education |
| Team: | Complaints Resolution Team |
| Reports to: | Assistant Director, Complaints Resolution Team |
| Security Clearance: | Ability to obtain and maintain, as a minimum, a Baseline security clearance |

**Affirmative Measure Opportunity – This vacancy is open only to people with a disability**

## About the Office

The purpose of the Office of the Commonwealth Ombudsman (the Office) is to:

- provide assurance that the Australian Government entities and prescribed private sector organisations that the Office oversights, act with integrity and treat people fairly, and
- influence enduring systematic improvement in public administration in Australia and the Pacific region.

The Office ensures administrative action by Australian Government agencies is fair and accountable by handling complaints, conducting investigations, performing audits and inspections, encouraging good administration and undertaking other specialist functions. The Office influences improvement in public administration in the region through collaboration with partner agencies.

The Commonwealth Ombudsman performs the following specialist roles:

- Defence Force Ombudsman
- Postal Industry Ombudsman
- Overseas Students Ombudsman

- Private Health Insurance Ombudsman
- Immigration Ombudsman
- Law Enforcement Ombudsman
- VET Students Loans Ombudsman.

The Commonwealth Ombudsman is also the ACT Ombudsman.

Further information about the Office is available at ombudsman.gov.au.

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## Overview

Complaints Resolution Officers assess and impartially resolve complaints about Commonwealth agencies received by the Office of the Commonwealth Ombudsman (the Office).

To be successful in this position you will draw on your experience considering complex circumstances in an administrative decision making context. You will also draw on your experience dealing directly with clients and/or complainants using a wide range of communications channels.

The role includes:

- dealing with members of the public over the phone, in person and in writing. This includes members of the public who present to our office with vulnerabilities
- utilising IT systems and your research skills to assess complaints and make decisions and/or recommendations on how to resolve the complaint
- utilising caseload management strategies to proactively manage your complaint workload.

Strong communication skills and a strong team work ethic are essential qualities required for this position. You are expected to be an active member of the wider team and branch, as well as managing your complaint workload. This means you may be required to contribute to reports, projects, presentations and other administrative work of the Office as required and contribute to the development, achievement and continuous improvement of team objectives and plans.

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## Duties

Duties are to be performed under broad direction from an Assistant Director, Complaints Resolution Team with support from an APS6 Team Leader, and in accordance with the APS Code of Conduct, upholding the APS Values and upholding the office values of independence, impartiality, integrity, accessibility and professionalism. In doing this you will support the office through:

- assessing and analysing complaints received with a view to deciding the appropriate resolution actions
- providing, both verbally and in writing, clear and accurate advice to complainants, and internal and external stakeholders
- communicating effectively with people from a wide range of backgrounds
- managing own work responsibilities, including exercising judgment in a timely and efficient manner, seeking advice, escalating complex matters appropriately and proactively managing your complaint workload
- working effectively and cooperatively as a member of a team, including assisting with quality assurance, and participating in corporate activities and project work.

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## Our ideal candidate

The successful candidate will have experience in an administrative decision making, complaints management, complex customer service or legal work.

You should:

- have a strong analytical skills in assessing complex information
- have experience in working with clients or complainants in the direct delivery of services
- be a confident and highly effective verbal and written communicator
- have experience making decisions on claims, applications, resolving complaints or similar regulatory decision work
- have experience managing an independent workload and adhering to timeframes
- at all times demonstrate professionalism and impartiality.

A qualification and/or experience in law, complex customer service, undertaking assessments/ administrative decision making or resolving complaints would be highly regarded.

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## Eligibility

*Affirmative measure vacancy - disability employment*

The filling of these vacancies is intended to constitute an affirmative measure under Section 27 of the Australian Public Service Commissioner's Directions 2016. These vacancies are open only to people with disability.

Applicants who are shortlisted for interview will be required to provide evidence they have a disability. Suitable evidence would be a certificate or letter from a registered medical practitioner. The following documents would also be acceptable:

- letter from a Disability Employment Service or jobactive provider
- letter from a secondary or tertiary institution disability services unit in relation to a recent student.

*Other*

The successful candidate must:

- be an Australian citizen; and
- have the ability to obtain and maintain, as a minimum, a Baseline security clearance.

## Contacts

Contact officer for additional information: Dana Nipperess, Ph 02 6276 0120

Applications should be sent via email to: recruitment.ten@ombudsman.gov.au

## Closing Date

Applications close at **11:59pm AEDST on Wednesday 21 October 2020**

### Include with your application:

- Application cover sheet
- A one page pitch describing your suitability to the position, ensuring that you include specific examples of your skills and experience in accordance with the APS work level standards as relevant to the job advertised and the qualities referenced in our ideal candidate information. Please limit your response to **700** words
- A current Resume, including contact details for two referees