

Job Profile

| | |
|---------------------|---|
| Local Title: | Commonwealth Ombudsman Temporary Employment Register - Complaints Officer/Senior Complaints Officer/Team leader |
| Classification: | APS 4 – Executive Level 1 |
| Job Type: | Non-ongoing |
| Salary: | \$68,654 to \$114,487 (plus superannuation) |
| Position Number: | Various |
| Location: | Adelaide, Brisbane, Canberra, Melbourne, Sydney, Perth |
| Branch: | Complaints Management and Education; Industry |
| Team: | Various |
| Reports to: | Various |
| Security Clearance: | Ability to obtain and maintain, as a minimum, a baseline security clearance |

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 oversees, 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.

Overview

The Office of the Commonwealth Ombudsman 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 Office is looking for team players with strong client engagement, communication and analytical skills to register their interest in temporary opportunities with the Office as complaints resolution officers. As a small agency, this is a fantastic opportunity to contribute to the wider objectives of the Office in improving public administration.

Candidates should be aware this is a register only and that you will only be contacted regarding your application if a vacancy arises that matches your skills, qualifications and/or experience. Registrations will remain active until 30 September 2022. Non-ongoing opportunities will be offered for a specified term or for a period of up to 18 months, with possible extension up to 3 years.

Duties

Complaints Resolution Officers assess and impartially resolve complaints received by the Office. Duties include:

1. analysing complaints and deciding or recommending appropriate resolution actions, including considering complex and unique circumstances
2. providing, both verbally and in writing, clear and accurate advice to complainants, and internal and external stakeholders
3. communicating effectively with people from a wide range of backgrounds and with a variety of needs
4. actively contributing to the management of the Office's caseload, including exercising sound judgment in a timely and efficient manner and identifying, escalating and managing complex matters appropriately
5. preparing reports, detailed analysis, complex correspondence and other similar tasks relating to the wider complaint work of the business area
6. working effectively and cooperatively as a member of a team, including assisting with quality assurance, and participating in corporate activities and project work.

Duties are to be performed under broad direction from a Director or Manager, 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.

Our ideal candidate

To be successful in this role you will need:

- strong analytical skills and problem-solving skills, including the ability to assess complex and sensitive information, and to identify and appropriately escalate and/or manage risk
- strong written and verbal communication skills, including the ability to provide sound evidence-based recommendations and advice and to tailor communications effectively to meet client needs
- a strong customer focus, including confidence and resilience when engaging with difficult or sensitive matters
- the ability to effectively managing a high-volume workload (or your own or of a team), adapt to changing priorities, and ensure compliance with legislative frameworks and internal guidance and timeframes
- to be a team player and at all times demonstrate professionalism and impartiality.

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

RecruitAbility

RecruitAbility applies to this vacancy.

Under the RecruitAbility scheme you will be invited to participate in further assessment activity for the vacancy if you choose to register and opt in to the scheme; declare you have a disability; and meet the minimum requirements for the position. For more information refer to **Attachment A**.

Eligibility

To be eligible for employment with the Office you must:

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

Suitability for employment will also be assessed through a pre-employment screening process.

Contacts

Contact officer for additional information: Human Resources

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

Include with your application:

- [Application cover sheet](#)

- A one page pitch describing your suitability, ensuring that you include specific examples of your skills and experience 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.
-



Attachment A

RecruitAbility Scheme

The Office of the Commonwealth Ombudsman is committed to supporting the employment and career development of people with disability. Our participation in the APS RecruitAbility scheme means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into the scheme and meet the minimum requirements for the vacancy.

How do I opt into the RecruitAbility scheme?

You will be asked to indicate if you wish to opt into the RecruitAbility scheme under the 'RecruitAbility' heading on the [Job Application Cover Sheet](#). You must tick the 'opt in' box to participate in the scheme. Simply declaring that you have a disability will not automatically include you in the scheme.

Reasonable adjustments

We provide reasonable adjustments such as access, equipment or other practical support at relevant stages of the recruitment process. Please ask us if you need any adjustments made.

Details about the RecruitAbility scheme can be found at the Australian Public Service Commission's website (<http://www.apsc.gov.au/publications-and-media/current-publications/recruitability-applicants-guide>).

What do we mean by disability?

For the purposes of the scheme, 'disability' is based on the Australian Bureau of Statistics definition and is a current limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities. This includes:

- loss of sight (not corrected by glasses or contact lenses)
- loss of hearing where communication is restricted, or, an aid to assist with or substitute for hearing is used
- speech difficulties
- shortness of breath or breathing difficulties causing restriction
- chronic or recurrent pain or discomfort causing restriction
- blackouts, fits, or loss of consciousness
- difficulty learning or understanding
- incomplete use of arms or fingers
- difficulty gripping or holding things
- incomplete use of feet or legs

- nervous or emotional condition causing restriction
- restriction in physical activities or in doing physical work
- disfigurement or deformity
- mental illness or condition requiring help or supervision
- long-term effects of head injury, stroke or other brain damage causing restriction
- receiving treatment or medication for any other long-term conditions or ailments and still restricted
- any other long-term conditions resulting in a restriction.

The two parts of the definition are the presence of a limitation, restriction or impairment which restricts everyday activities; and the expected longevity of the condition (6 months or more). This also includes episodic conditions if they are likely to recur.

You do not need to provide evidence of your disability to opt into the scheme, but you are making a declaration to the APS that you meet the definition.