

EXPRESSION OF INTEREST – EXECUTIVE LEVEL 1

PROGRAM DELIVERY BRANCH – ACT TEAMS

The ACT Strategy and FOI team is seeking expressions of interest (EOI) to fill an EL1 Assistant Director positions for a period of up to **6 months**, with the possibility of extension. This process may also be used to create a merit list for future vacancies.

Who can apply?

Candidates should be permanent or non-ongoing staff. At this stage, preference will be given to:

- staff who are Canberra based, given the duties require close and regular interaction with other team members and external stakeholders who are based at the location, although staff from other states will be considered
- applications from substantive EL1s, although applications from high performing APS 6 officers seeking an acting opportunity, will also be considered.

Who are we looking for:

We are looking for candidates who can demonstrate:

1. Leadership skills to guide, mentor and develop those around you, including the ability to manage a small team.
2. Demonstrated good judgement and an ability to think strategically, including the ability to communicate effectively, orally and in writing, with a variety of audiences.
3. Demonstrated stakeholder engagement and coordination skills, including success in engaging with stakeholders to achieve outcomes.
4. Analytical, research and problem solving skills, including the ability to identify systemic issues in public administration and manage individual cases.
5. Ability to work effectively and cooperatively as a member of the Branch's leadership group, contribute to administrative and corporate activities, and manage your own and your team's workload and/or caseload in a timely and efficient manner to deliver results.

What does the ACT Strategy team do?

The ACT Strategy team undertakes activities focussed on improving public administration in the ACT, including:

- coordinating ACT Ombudsman functions across the Office and increasing awareness of our role in the ACT with the Canberra community and stakeholders
- working closely with Complaints Management and Education Branch to improve ACT agency complaints processes, and address identified system issues
- internal and external stakeholder engagement – including with key agencies such as ACT Corrective Services, Housing ACT, ACT Human Rights Commission and overseeing the effectiveness of new assisted referral arrangements
- leading own motion investigations (with an investigation into parole processes currently underway)
- executive briefings and reporting

What do I need to do?

If you are interested, please provide a CV with referee details for your current supervisor, and an EOI (no longer than one page) detailing why you are interested in working in the ACT Strategy team and why you are suited for these role. Please provide your submission to Suseela § 47F and Dewi § 47F by close of business **11 September 2020**.

If you would like to discuss the roles further or have any questions, please contact Suseela § 47F § 47E or Dewi § 47F § 47E



Job Profile

Local Title:	Complaints Officer in CMEB (all teams)
Classification:	APS Level 5
Job Type:	To fill vacancies for ongoing staff at level and/or for higher duties.
Location:	Brisbane, Adelaide, Melbourne, Canberra, Sydney
Branch:	Complaints Management and Education
Team:	Investigations
Contact Officer:	Hamish s 47F, s 47E

Overview

CMEB assesses and impartially resolves complaints received by the Office of the Commonwealth Ombudsman about Commonwealth or ACT agencies.

To be successful in this position you will draw on your experience considering sensitive and complex circumstances in a regulatory 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 and in writing regarding complex and sensitive matters. This includes members of the public who present to our office with vulnerabilities.
- utilising IT systems and your research skills to assess complex complaints to make decisions, and/or recommendations on how to resolve a complaint.
- utilising caseload management strategies to proactively manage your complaint workload.

Duties

Duties are to be performed under broad direction from Managers or Team Leaders, 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:

1. Assessing and analysing complex complaints and identifying resolution options, including the use of the investigations power.
 2. Providing, both verbally and in writing, clear and accurate advice to Complainants, internal and external stakeholders including on sensitive and complex matters.
 3. Communicating effectively with people from a wide range of backgrounds.
 4. Managing own work responsibilities, including the exercising judgment in a timely and efficient manner, seeking advice/ escalating complex matters appropriately and proactively managing your complaint workload.
 5. Working effectively and cooperatively as a member of a team, including assisting with quality assurance, participating in corporate activities and project work.
 6. Providing coaching or subject matter support to the wider team as required.
-

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 strong analytical skills in assessing complex information
- have experience in working with clients or complainants in the direct delivery of service, including in sensitive circumstances
- be a confident and highly effective verbal and written communicator
- have considerable experience making decisions on complex 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

Qualification and/or experience in a law, managing complex assessments, managing and resolving sensitive complaints or client circumstances, would be highly regarded.

How to express your interest?

Please provide a:

- current resume;
- brief statement (no more than one page) outlining why you are the ideal candidate; and
- contact details for two referees, preferably including your current supervisor.

Please send your EOI to Hamish S 47F by COB **Monday 31 August 2020**.