

# Position Description: **Complaints Assessment and Administration Officer**

## POSITION DETAILS

<b>Position grade</b>	Grade 11		
<b>Position type</b>	Permanent, full-time		
<b>Reports to</b>	Internal Ombudsman		
<b>Department</b>	Internal Ombudsman Shared Service (IOSS)		
<b>Job function group</b>	Professional		
<b>Staff reporting responsibilities</b>	Nil	<b>Budget responsibility</b>	Nil

The Internal Ombudsman Shared Service (IOSS) reports directly to the IOSS Management Committee comprising the member Councils of City of Parramatta, Cumberland City, and Inner West Councils. The IOSS provides residents, community members, ratepayers, local businesses, staff, Councillors, and other Council stakeholders with an 'independent ear' regarding complaints about: administrative conduct; unethical behaviour by Council; corrupt conduct; misconduct; or maladministration. All operations of the IOSS are underpinned by the principles of procedural fairness; accountability; transparency; and fairness. The IOSS's jurisdiction extends across the member Councils of the shared service.

The IOSS promotes awareness of the Councils' responsibilities to the public, to act reasonably and to comply with the law and best practice in administration. Internal Ombudsman operates under relevant legislation and policies of each Council.

The Complaint Assessment and Administration Officer provides front-line complaint handling and customer service; undertakes complaints assessment and research activities; preparation of complaint responses and executive reports; and provides administrative support across the team within the IOSS.

## QUALIFICATIONS AND EXPERIENCE

### ***Essential***

- Demonstrated complaint handling ability and experience, including sound negotiation, consultation, and dispute resolution skills
- Excellent communication, interpersonal and problem-solving skills, including:
  - Oral communication.
  - Facilitation, negotiation and conflict resolution

- Demonstrated report writing ability, including across a number of formats and audience styles
- Sound decision-making ability
- Strong analytical skills
- Demonstrated ability to work independently and complete a broad range of tasks
- Demonstrated ability to exercise initiative, including ability to initiate and respond effectively to change
- Demonstrated commitment to high level ethical principles and practices and procedural fairness
- Demonstrated ability to report on, recommend and implement improvements to the complaint handling and administrative systems
- Demonstrated ability to manage concurrent projects with competing deadlines
- Understanding of equal employment opportunities, workplace health and safety and ethical practice principles and the ability to act with probity at all times
- Behaviour that positively demonstrates the values of the member Councils and compliance with the Code of Conduct and the member Councils' policies and procedures.

### ***Desirable***

- Experience in an ombudsman or similar complaint handling function
- Local government experience
- Knowledge of the interface between the Internal Ombudsman function and relevant external agencies, including the Office of Local Government, the NSW ICAC, and the NSW Ombudsman
- Knowledge of, and ability to implement, systems review and corruption prevention strategies and methodologies.

## **EMPLOYMENT SCREENING CHECKS**

- ☐ Qualification/s verification
- ☐ Criminal record check

## **DUTIES AND RESPONSIBILITIES**

### ***Complaint assessment***

- Receive and assess external and internal complaints and prepare, coordinate, and provide responses to complainants, and internal referrals where applicable
- Provide advice to internal and external customers regarding complaint processes, including any relevant legislation
- Deal with customers with appropriate sensitivity and confidentiality, including situations involving conflict and/or aggressive behaviours; and escalate where necessary
- Conduct preliminary assessment and research activities and provide cogent advice to the Internal Ombudsman
- Assist the Internal Ombudsman and Deputy Internal Ombudsman with investigation-related projects.



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## **Administration**

- Undertake various administrative functions related to the IOSS
- Provide advice and assistance to customers on the processes and services undertaken by the IOSS
- Preparation of high-quality written documents and correspondence within allocated timeframes, including executive reporting and drafting of the IOSS Annual Report
- Organisation and coordination of meetings, including minute-taking
- Management of the IOSS case management system, including adherence to record keeping requirements, identifying and reporting on trends, and ensuring service standards are met
- Assist with the ongoing development of improvements to the administrative and complaint handling functions of the IOSS
- Comply with Council's Code of Conduct, policies, and procedures for all member Councils.

## **Other activities**

- Assist the Internal Ombudsman with any of the Office's functional activities, as requested by the Internal Ombudsman, including the promotion and development of the Office and presentations at internal and external forums, and review of policies where necessary.

## **YOUR CORPORATE ACCOUNTABILITIES**

### **Work Health and Safety (WHS)**

- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have signed this statement.
- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure
- Wear all personal protective equipment (PPE) applicable to this position and comply with Council's Personal Protective Equipment Procedure
- Comply with Council's COVID-19 Vaccination Procedure throughout employment with Council
- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

## **Child Safe Organisation**

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supportive Council environment, which endeavours to promote child safe, child friendly practices.



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- If this position is designated as child-related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over the age of 18. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.
- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will be duly notified if this was to occur.

### ***Fraud and Corruption Prevention***

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.
- Comply with Council's ethical conduct, risk management and policy frameworks and Fraud and Corruption Control Plan and Policy.
- Follow and implement any risk based controls and procedures identified for the Business Unit to help prevent and detect any fraudulent and corrupt activity.

### ***Customer Service***

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

### **SIGNATURE AND ACCEPTANCE OF POSITION**

**Employee name**

**Employee signature**

**Date of acceptance**



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