

# Complaints Resolution and Administration Officer

## Position Description

<b>Directorate</b>	Governance, Legal and Risk
<b>Reports to:</b>	Senior Legal Officer
<b>Direct reports:</b>	Nil
<b>Location:</b>	Flexible within any of the Society's main metropolitan or regional offices across NSW.
<b>Primary position objective:</b>	Manage the response to external complaints and feedback from clients, customers or suppliers; and any privacy infringement allegations from any individual inside or outside the Society. Provide administrative support to the Legal team.

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*

### Directorate overview

This position is in the Governance, Legal and Risk directorate. The teams within the directorate and their functions are:

**Governance:** This team is responsible for supporting good governance practices throughout the Society; provision of Board and Trustee secretariat services; leading the safeguarding function and the development and implementation of organisational policy.

**Legal:** This team is responsible for legal privacy and complaints functions.

**Risk:** This team is responsible for the internal audit and enterprise risk, assurance and compliance management functions.

## Accountabilities and responsibilities

### The Complaints Resolution and Administration Officer will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Oversee, manage, and support the review and implementation of the Society's Feedback and Complaints Policy including through training and the development of plans and tools.
- Provide advice as required on the operation of the Society's Feedback and Complaints Policy.
- Assist where requested with complex complaints and overdue responses to complaints.
- Appoint investigators and coordinate investigations into complaints, ensuring consistency and fair processes.
- Ensure all investigations are conducted and finalised in accordance with the required timeframes. Identify any system quality improvements and ensure appropriate recommendations are provided to senior management.
- Oversee records of all complaints received and the status of investigations which have not been closed.
- Assist with administrative tasks including requests for information; document execution; contract records management; and internal file management.
- Provide support to the Privacy Officer in resolving privacy matters.
- Contribute to a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Respond to complaints in a professional, courteous and respectful manner in accordance with the timeframes set out in the Feedback and Complaints Policy.
- Provide high quality advice on the management and resolution of complaints.
- Maintain appropriate records in relation to complaints handling.
- Prepare reports for the Governance, Risk and Nominations Committee or other Committees as required.

## Key working relationships

In addition to the and their direct reports, this role will foster close working relationships with:

- Executive Directors
- Manager, Employment Relations
- Regional Directors (Membership, Volunteers and Regional Operations);
- Directors and Managers (Vinnies Services);
- Directors and Managers (Commercial Enterprise, Fundraising and Communications).

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

### Role-specific criteria

- Experience working in a customer service complaint handling or conflict resolution environment.
- Demonstrated problem solving, research, analytical and report writing skills.
- Strong communication and negotiation skills and the ability to deal professionally with internal personnel, external stakeholders and members of the public.
- Demonstrated ability to act with a high degree of impartiality, confidentiality and integrity at all times.
- Experience managing a varied, high-volume caseload with a demonstrated ability to produce high quality correspondence and strong organisational and administrative skills.

## Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Experience working with an electronic complaints/risk management system.