

POSITION DESCRIPTION

Position Title:	Manager, Complaints
Position Number:	100220
Work Unit/Division	Complaints, Operations
Classification:	VPSG 5.2
Salary Range:	\$124,888 to \$136,747 per annum, plus 12% employer superannuation contribution
Employment Type:	Ongoing
Position Reports to:	Senior Manager, Complaints
Location:	Level 2, 570 Bourke Street, Melbourne 3000

About Us

The Victorian Ombudsman (VO) provides a free, independent, accessible and impartial service to the public. Our purpose is to ensure fairness for the public in their dealings with the Victorian public sector, to improve public administration, and engage within both public organisations, the government sector and the broader community. The *Ombudsman Act 1973* (Vic) is the governing legislation.

The VO's role is to ensure that the services of state and local government, and other public organisations are delivered in a fair and reasonable manner that is compatible with the *Charter of Human Rights and Responsibilities Act 2006* (Vic) and that human rights have been taken into consideration in decision making.

About the Role

The Manager, Complaints leads a team of Complaints Resolution Officers within the Victorian Ombudsman's Complaints Group. The Manager is accountable for the quality, timeliness and fairness of complaint resolution across their team, and for developing a high-performing, psychosocially safe and values-driven team culture. The Manager plays a key leadership role in embedding best-practice complaint handling including trauma-informed engagement, vulnerability identification, early resolution and conciliation and in contributing to the ongoing development of the VO's complaint model, triage framework and QA system.

Core to your success in this role is the ability to obtain a strong understanding of the *Ombudsman Act 1973*.

Key Accountabilities

- Lead, coach and develop a high-performing team of CROs to achieve quality standards, organisational priorities and achieve KPIs, in accordance with the Ombudsman Act 1973, relevant legislation, VO policies and best practice complaint handling.
- Manage end-to-end team workflow, triage, allocation and prioritisation to meet timeliness and quality standards including active oversight of early resolution rates and escalation pathways.
- Provide inclusive, trauma-informed and values-based leadership that builds capability, models psychological safety and actively manages psychosocial safety risks for the team.
- Own and continuously improve the team's QA framework including setting quality standards, conducting file audits and case calibration, identifying systemic quality issues and reporting on QA findings to the Senior Manager and Director.
- Use performance data, dashboards and analytics to monitor trends, identify performance and systemic issues, and drive evidence-based process improvement.
- Contribute to human-centred design of complaint processes including the triage model, early resolution framework and complaint handling procedures through evidence, feedback loops and user-centred testing.
- Act as escalation point for complainants dissatisfied with decisions.
- Conduct in-person conciliations and lead facilitation of complex or sensitive conciliation meetings.
- Identify CRO learning and development needs and co-facilitate training including in trauma-informed practice, vulnerability identification, culturally safe engagement, ADR skills and data literacy.
- Manage workflow, resource allocation and workforce planning including demand forecasting, skill gap identification and resourcing advocacy.
- Manage an allocated oversight domain; support Senior Manager and Director in external stakeholder engagement and presentations on complaint trends.
- Build and maintain positive relationships with public sector agencies and stakeholders in alignment with the Ombudsman's strategic priorities.

Key Selection Criteria (experience and qualifications)

1. Demonstrated ability to lead, coach and support a team of complaint handlers or similar access to justice service to efficiently handle high demand in a manner that achieves organisational objectives and high-quality outcomes.
2. Demonstrated expertise handling complaints or similar access to justice service across subject matters, including facilitation of impactful meetings with complainants and representatives.
3. Demonstrated ability to lead in a trauma-informed and psychosocially safe way creating conditions for sustainable, healthy practice.
4. Demonstrated ability to own, implement and continuously improve a QA framework including quality standard-setting, file auditing, calibration and QA reporting.
5. Advanced interpersonal, communication and negotiation skills to foster positive internal and external stakeholder relationships.
6. Proven ability to manage competing priorities, meet deadlines and productively support staff.
7. High-level cognitive, problem-solving and critical thinking skills to support complex complaint resolution decisions.
8. High-level written communication skills including producing complex correspondence, briefings and reports for executive governance.
9. Demonstrated experience in strategic planning and organisational thinking, including supporting teams to understand their contribution to the organisation's vision.
10. Understanding of administrative law and experience working within a legislative framework.
11. Sound data literacy and ability to interpret complaint data trends, use dashboards for performance management and communicate data insights to senior stakeholders.

Highly Regarded

- Qualifications in Law, Social Sciences, Government Administration, or equivalent.
- A sound understanding of public sector administration.

Capabilities:

Knowledge and Skills

Influence and persuasion

Adapt the content style and message or tone of communications to suit the audience to gain agreement to proposals and ideas using effective written and verbal communication skills.

Stakeholder Management	Identify stakeholders impacted by decisions, takes steps to keep interested parties engaged while managing expectations on outcomes
Interpersonal skills	Recognise and regulate one's emotions; understands interests and emotions of others to achieve best outcomes possible in an authentic manner.
Critical thinking and problem solving	Objectively analyse and evaluate available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions.
Partnering and co-creation	Build effective partnerships with the client/customers/community throughout problem solving process to gain critical insights and develop effective solutions.
Systems Thinking	Consider the wider context, break complex topics or situations into smaller parts to gain better insights and inform actions required.
Data Literacy	Utilise diverse data sources to improve the speed and quality of service delivery and decision-making processes.
Customer Focus	Understand customer need, applying skills, knowledge and experience to deliver high impact services that address those needs.
Personal Qualities	Capability Description
Self-awareness	Has conscious understanding of the impacts of own behaviours, emotions and thought processes; takes action to improve personal effectiveness.
Flexibility and adaptability	Adjust approach in line with changing priorities, is open to acquiring and developing skills and knowledge, adapt to new ways of working or organise work to deliver results.
Resilience	Maintain a positive attitude and consistently deliver quality work in the face of challenging situations.
Outcomes thinking	Think and work in different ways to create better public values for Victorians; Establish ways to clearly and effectively measure the impact of government activity.

Working collaboratively	Builds trust and rapport with others; Sets common goals through a high degree of empathy; Display willingness to share control and responsibility with peers, the service, external partners and community in the delivery of work and outcomes.
Develop capability	Improve knowledge, skills and ability of others to deliver against performance expectations and outcomes for the community.
Manage people	Builds an organisational culture in line with public sector values; Respects the dignity and rights of others; Inspires commitment of others towards goals and vision of the organisation; Drives a positive organisational culture; Promotes and maintains the wellbeing and motivation of others.

Responsibilities:

Environmental: VO is committed to lead by example, through environmentally sustainable practices in our workplace and activities.

OHS: Under section 25 of the *Occupational Health and Safety Act 2004* employees must take reasonable care of their own health and safety and that of others and cooperate with their employer in the workplace.

Recordkeeping Responsibilities: As an employee of the officer in charge of a public office, full and accurate records of the business of the office must be kept in accordance with Section 13(a) of the *Public Records Act 1973*.

Other relevant information:

All appointments to Victorian Ombudsman are subject to reference checks, pre-employment misconduct screening, Working with Children and criminal record checks.

Mandatory checks include:

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa.
- The successful applicant will be employed pursuant to the Victorian Public Service Enterprise Agreement 2024 and VO's relevant policies.
- Appointments will be subject to a National Police Check and Working with Children Check
- Completion of a conflict of interest and declarable associations form.
- Satisfactorily complete (as per legislation) a:
 - Statutory Declaration for recruitment purposes
 - Confidentiality Declaration
- All new employees are required to take an oath or affirmation on commencement.
- All new employees will refrain from engaging in any other remunerative employment without the explicit prior consent of the Ombudsman.

Values: All VO employees comply with the Victorian Public Sector Employees of Special Bodies values. These values require that public officials demonstrate responsiveness, integrity, impartiality, accountability, respect, leadership, and that they respect and promote human rights.