

POSITION DESCRIPTION

Position Title:	Strategic Policy and Research Officer
Position Number:	100363
Work Unit/Division:	Prevention
Classification:	VPSG 4.1
Salary Range:	\$100,894 to \$114,476 per annum plus 12% employer superannuation contribution
Employment Type:	Ongoing
Position Reports to:	Manager, Policy and Research
Location:	Level 2, 570 Bourke Street, Melbourne Vic 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 Prevention Division plays a lead role in the VO's work to prevent unfairness and harm. Through engaging with the community and public sector, we raise awareness, strengthen capability and build the VO's profile. The division includes the VO's public policy and intelligence and reviews functions, and leads education and communication activities as well as stakeholder engagement to inform and educate the public sector and community. The division aims to maximise VO's impact, build trust and drive meaningful, positive change.

The Strategic Policy and Research Officer is accountable for:

- Conducting high-quality research, analysis and contributing to the development of public policy to achieve the VO's strategic objectives.
- Developing high-quality briefings and conducting analysis on contemporary and emerging issues and risks.
- Liaising and consulting with internal and external stakeholders to ensure the achievement of project objectives and deliverables.
- Developing written reports, papers and guidance materials.

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

Key Accountabilities

- Analyse, research and develop authoritative briefings, correspondence, public reports and recommendations on complex policy and research issues to strengthen administration in the Victorian public sector.
- Contribute to projects on policy and research issues and ensure project objectives are met in a timely way.
- Prepare high-quality reports (including public reports) and deliver high quality written and verbal briefings to operational, strategic and executive decision-makers.
- Provide analysis and advice to senior management on the policy and strategic implications of initiatives and proposals, including developing recommendations.
- Establish and maintain effective and productive collaborative working relationships with internal and external stakeholders to ensure products and services and timely, accurate and relevant.
- Contribute to the Prevention Division's business planning and policy development to support evolving organisational priorities.
- Positively influence innovation and development within the Prevention unit.
- Other duties as required

Key Selection Criteria

- Demonstrated experience developing Policy including strong research, conceptual and analytical skills demonstrated in the development, analysis and resolution of complex policy issues.
- Demonstrated high-quality written and verbal skills in policy and report writing, analysis and briefing.
- Demonstrated ability to support project delivery through execution and prioritisation of tasks against plans, and maintenance of accurate project documentation
- Experience in developing Policy in public sector or integrity agency operating environments
- A relevant tertiary qualification is desirable.

Capabilities

Knowledge and Skills	Capability Description
Policy Design and Development	Draw on data, evidence and insights to inform policy (or solutions in general) development; design services to meet client and community needs; Articulate the value of solution(s) proposed, resources required to gain support required
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
Project Delivery	Define work activities required to deliver against outcomes intended in line with agreed timeframes, resources and ways of working
Partnering and Co-creation	Build effective partnerships with the client/ customer/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

Influence and Persuasion	Adapt the content style and message or tone of communications to suit the audience to gain agreement to proposals and idea using an effective written and verbal communication skills
Interpersonal skills	Recognise and regulate one's emotions; understands interests and emotions of others achieve best outcomes possible in an authentic manner
Personal Attributes	Capability Description
Self awareness	Has conscious understanding of the impacts of own behaviours, emotions, and thought processes; takes action to improve personal effectiveness
Outcomes Thinking	Think and work in different ways to create better public value for Victorians; Establish ways to clearly and effectively measure the impact of government activity
Resilience	Maintain a positive attitude and consistently deliver quality work in the face of challenging situations
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
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
Promote inclusion	Embrace diversity, draw on insights into the community's beliefs, needs, and values to inform required actions

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.

VO Values: Our values support our work towards a constructive culture. They act as a compass for how we work together and with others.

Fairness

- We pursue fairness in our work.
- We keep people at the centre of decision making and seek to address inequity.
- We treat each other and everyone with dignity, respect and compassion.

Impact

- We make intentional choices to bring about meaningful and enduring change.
- We work with those we oversight to develop innovative solutions to improve the lives of Victorians.
- We bring creativity and curiosity to our work.

Trust

- We build trust with the community and government by listening and acting with independence and integrity.
- We strive to be a valued voice in improving public administration.
- We work in a spirit of openness and collaboration to support a constructive workplace culture.

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.