

## POSITION DESCRIPTION – Professional Services Staff For levels 6/7 and above

Position Title: Senior Manager Complaints      Level: 8/9  
Faculty/Division: Governance & Legal Division      Department/Location: Complaints Management Centre

### Primary purpose of the position:

In one or two sentences, broadly describe the main purpose of the position (i.e, what is done and why)

The Senior Manager Complaints will lead and manage the activities of the newly established Complaints Management Centre at the University and provide independent advice on complaints management issues.

### Position Environment:

Describe the objectives of the Unit within the context of the University. Outline the contribution of this position to the Unit.

The newly established Complaints Management Centre shall:

- Be a focal hub supporting a decentralised complaints management policy framework at the University, including the coordination of complex matters across areas, portfolios and policies in consultation with relevant areas;
- Receive and appropriately triage complaints that are raised directly with the CMC.
- Lead the review and refresh the University's complaint management framework.
- Coordinate the resolution of complaints involving external agencies such as the NSW Ombudsman where required;
- Develop, implement and manage the on-line complaints management record system, the complaints management portal and the complaints management internet/intranet resources;
- Coordinate the collection, analysis and reporting of metadata and statistics on complaints at the University to the University's Executive, Council and external agencies when required, including the reporting of trends, recommendations for improvement, and identification of high risk complaints as they are reported;
- Manage and coordinate a panel of approved external investigators and mediators for engagement by the University when required;
- Provide advice and guidance on application and interpretation of University policies that govern the management of complaints at the University;
- Manage the University's complaints policy framework to ensure that policy, practice and case management practices comply with Australian and International standards; and
- Participate in the development and delivery of complaints oriented training, including programs for front line staff, staff involved in complaints assessment and decisions, and staff of the Complaints Management Centre.

## Major Accountabilities/Responsibilities:

State in order of importance at least 6 major accountabilities of the position. These should be in the major areas of the work performed. For each accountability indicate what is achieved and why and the approximate percentage of time involved. Remember to include any important activities that may only be done at certain times of the year.

Responsibilities		Outcome	Percentage of Time
1.	Lead the Complaints Management Centre in its support of the University's complaints management processes and policies, including supervision of Complaints Management Centre staff.	Management of administrative functions of the Centre, including: <ul style="list-style-type: none"> <li>• Delivery of all required administrative reports;</li> <li>• Management of the Centre's budget;</li> <li>• Management and supervision of the Centre's staff;</li> <li>• Yearly planning of Centre activities;</li> <li>• Implementation of relevant systems, policies and practices;</li> <li>• Participation in meetings, forums and committees;</li> <li>• Liaising with key stakeholders and supervisor as needed, including regular Divisional meetings.</li> </ul>	15
2.	Provide independent and professional complaints management services to the University community.	The Centre provides appropriate guidance and support to complainants, respondents and policy decision makers on the application and processes for complaints management under relevant policy.	20
3.	Ensure compliance with the University's policy framework and statutory obligations regarding complaints management, provide advice and guidance on the University policies regarding complaints, and advise on industry best practice and strategic developments regarding complaints.	Management of: <ul style="list-style-type: none"> <li>• compliance with relevant statutory obligations;</li> <li>• interpretation and application of University policies regarding complaints;</li> <li>• interaction of University complaints policies for cross area, portfolio and policy complaints.</li> </ul> Applying industry best practice to University frameworks. Providing strategic advice and direction on complaints management broadly and individual cases where necessary.	15
4.	Design, implement and manage a Complaints Management Records system and ensure appropriate stakeholder education, training and uptake of that system.	Complaints Management Records system is scoped, developed and implemented, policies and guidelines are developed for the use of the system, and the system and guidelines are implemented with all stakeholders through education and training. System is then utilised by relevant staff managing complaints under the de-centralised model.	10
5.	Provide appropriate analysis, review, reporting of complaints data, trends and strategic improvements.	Data is collected, analysed and trends are identified and reported, including the identification of high risk areas, and areas in need of systemic change.	10

Responsibilities		Outcome	Percentage of Time
6.	Manage and coordinate a panel of approved external investigators and mediators for engagement by the University when required.	Panel is established and managed, engagement processes are streamlined, and expertise is sought appropriately by the University.	10
7.	Ensure ongoing liaison with key stakeholders	Engage with all key stakeholders regularly to ensure the Centre is best meeting the University's needs.	10
8.	Lead the development and delivery of complaints training to the University community.	Regularly provide (either directly or through PODS) training on complaints management and policies to front line staff and decision makers under the de-centralised model.	10
9.	Communicate and consult with staff on workplace and staffing matters.	To foster direct relationships with staff and enhance engagement with the University.	Ongoing
10	Observe principles and practices of Equal Employment Opportunity	To ensure fair treatment in the workplace	Ongoing
11	Have WH&S responsibilities, accountabilities and authorities as outlined in the <a href="http://staff.uow.edu.au/ohs/commitment/responsibilities/">http://staff.uow.edu.au/ohs/commitment/responsibilities/</a> document	To ensure a safe working environment for self & others.	Ongoing

### Inherent Requirements:

For all positions

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

### Reporting Relationships:

Position Reports to:	Director Governance and Legal Division
The position supervises the following positions:	Complaints Management Officer
Other Key Contacts include but won't be limited to:	Governance and Legal Division Human Resources Division Student Services Student Ombudsman EED Committee Faculty or divisional decision makers

## Key Relationships:

Identify the key positions, committees, organisations or groups that the position deals with inside and outside the organisation. Only include those that are regularly communicated with.

### Contact/Organisation:

External agencies such as NSW Ombudsman  
UOW Student Ombudsman  
UOW Policy complaints decision makers  
Relevant UOW faculty and divisional contacts  
Director Governance and Legal Division  
Anti-Discrimination Commission

### Purpose & Frequency of contact

As required  
As required  
As required  
As required  
Meeting at least fortnightly  
As required

## Key Challenges:

Describe the most challenging aspects of the role (up to 4).

1. The Complaints Management Centre (“the Centre”) will be a new Unit within the new Governance and Legal Division, and this role will be instrumental in implementing the anticipated activities of the Complaints Management Centre and leading communications and education regarding the role of the Complaints Management Centre;
2. As part of the implementation of the Centre, it is anticipated that an analysis of the complaints policy framework be conducted to scope the cover and interaction of relevant complaints policies, and drive improvement of this framework as a result;
3. The Senior Manager and the Centre may be involved in complex and time critical matters that must be handled with professionalism, respect, integrity and sensitivity.

## SELECTION CRITERIA - Knowledge & Skills:

What knowledge & skills are essential for effective performance in the position. For supervisory roles, include a requirement for interpersonal and communication skills.

### Essential:

- A high level of interpersonal and verbal communication skills;
- A high level of written communications skills, including the ability to write reports, briefing papers and submissions consideration by the University senior executive, key stakeholders and external agencies;
- The ability to analyse, discuss and implement strategic change;
- The ability to professionally and sensitively liaise with complainants, respondents and decision makers;
- A high level of problem solving skills;
- Proven ability to negotiate positively with a range of people;
- Thorough knowledge of the principles of effective complaints handling and best practice; and
- The ability to undertake or direct relevant institutional research as needed for complaints;

### Desirable:

- Knowledge and understanding of the statutory and regulatory context in which public sector bodies such as the University operates, particularly regarding complaints management.

## **SELECTION CRITERIA - Education & Experience:**

What education & experience are essential for effective performance in the position. For supervisory roles, include a requirement in relation to demonstrated supervisory experience.

Essential:

- A degree in a discipline relevant to the management of complaints at an organisational level, or equivalent experience relevant to the management of complaints at an organisational level;
- Demonstrated experience in:
  - managing complaints within a complex policy and/or organisational environment;
  - supervising a complaints management team;
  - reviewing, analysing, interpreting, advising and drafting policy regarding complaints management;
  - identifying, collating, analysing and reporting on complaints management data and trends;
  - implementing and managing a complaints management system;

Desirable:

- Experience in managing a complaints function within a public sector body such as a University or within a decentralised model similar to the Centre.
- Mediation and investigation training and experience.

## **Personal Attributes:**

Describe personal attributes that are required to effectively perform in this position.

- High emotional intelligence
- Calm and professional manner
- Adaptive and resourceful
- Engaging
- Able to inspire trust and confidence

## **Special Job Requirements:**

Indicate any special job requirements such as necessity to work unusual hours, OH&S requirements.

None.

## **Organisational Chart:**

Please attach an up to date organisational chart to this position description.

## **Approval:**

Approved by Head of Unit: \_\_\_\_\_

Date: \_\_\_\_\_

Approved by Human Resources: \_\_\_\_\_

Date: \_\_\_\_\_