

Position Description

Title	Deputy Ombudsman
Contract	Full Time
Team and relationships	<p>The Deputy Ombudsman forms part of the executive leadership team at the PTO, comprised of the Ombudsman and Deputy Ombudsman, supported by the Business Services Manager, Company Secretary and Executive Assistant.</p> <p>The Deputy Ombudsman manages a team of 6 – 8 staff.</p>
Reports to	Ombudsman

Role Purpose

The Deputy Ombudsman provides leadership at the Public Transport Ombudsman supporting its objective to provide a free, fair, and efficient service to consumers that delivers on the PTO's Value Proposition, strategic plans and annual operating plans.

The Deputy Ombudsman is second in charge to the Ombudsman and is responsible for the day-to-day operations of the PTO and the positive reputation of the quality and effectiveness of the PTO services to our key stakeholders.

The Deputy Ombudsman takes accountability for ensuring the services are contemporary and continuously improving in-line with best practice Alternative Dispute Resolution (ADR) schemes and supports the Ombudsman in delivering services and access to justice for the whole Victorian community.

Role Responsibilities

The Deputy Ombudsman is primarily responsible for the achievement of the complaint handling Key Performance Indicators and operating an effective and efficient service which meets the needs of members and consumers.

Responsibilities include:

- using data and sound judgement to inform business planning, budget preparation and sufficient resourcing

- demonstrating sound judgement to make recommendations about the PTO's charter and jurisdiction
- ensuring staff are being supported, managed and developed appropriately to deliver the service of the PTO to a high standard specifically ensuring the benchmarks of effectiveness, efficiency and fairness are met
- regular engagement with PTO scheme members, and government departments or agencies if required, regarding specific complaints and broader issues affecting the industry
- ensuring all PTO case handling policies and procedures are fit for purpose
- ensuring the PTO systemic issue function is identifying and addressing potential systemic issues and opportunities for improvement with members
- provision of accurate and timely information about the PTO's role to produce PTO public reports and submissions, in line with agreed project plans
- preparing and presenting management reports for the Ombudsman and/or PTO Board as required
- providing advice to the Ombudsman about complaints, and complaint handling guidelines
- project governance, sponsorship, and leadership to deliver key strategic objectives and the business plan within budgetary constraints and agreed timeframes
- leading the occasional briefing and management of legal services engaged by the PTO in collaboration with the Ombudsman
- undertaking Deputy Ombudsman review of complaints seeking a review under the PTO guidelines and making decisions where necessary according to the PTO charter
- representing the PTO at external meetings and consultations where appropriate
- managing the PTO in the absence of the Ombudsman, including the ability to assume the role of Acting Ombudsman between Ombudsman appointments, subject to appointment by the PTO Board
- ensuring that the PTO provides a safe workplace, free from discrimination

Key Accountabilities

The Deputy Ombudsman ensures:

- enquiries and complaints are effectively and efficiently received, assessed, investigated, conciliated and resolved in line with PTO policies and procedures
- quality standards are maintained, including the delivery of customer satisfaction surveys that contribute to continuous improvement of the PTO services
- organisational risks are identified, mitigated, and managed as a key risk owner under the PTO's risk management policies and procedures
- in collaboration with the Business Services Manager, reviewing and monitoring complaint handling IT systems including reporting systems, to meet the needs of the organisation
- in collaboration with the Business Services Manager, preparing and submitting costings and projections to allow budgetary considerations that inform staffing, purchasing, and learning and development decision making
- development of Conciliators and Case Officers through both training and the provision of professional development opportunities
- development procedures and guidelines for the handling of complaints are regularly reviewed
- research and analysis are conducted into potential systemic public transport issues identified through PTO complaints and investigations
- a culture of continuous improvement is supported by appropriate monitoring systems to review and assure PTO's adherence to policy and procedures
- assistance and advice is provided to the Ombudsman in strategic planning for the PTO, including operational, strategic, and other matters as required
- effective and collaborative relationships are cultivated with Member complaint handling teams and escalated issues are addressed in a timely manner
- opportunities are identified to raise awareness of the PTO in the community

- development of the PTO's position on key policy issues affecting consumers, the public transport landscape or Alternative Dispute Resolution more generally
- development of the PTO knowledge base and drafting of submissions to enquiries or public engagement processes under the direction of the Ombudsman.

Key Selection Criteria

- Demonstrated ability to effectively supervise or manage a team of professional staff, with at least 5 years' experience in a managerial role being well regarded.
- Tertiary or post-graduate qualifications in a related field such as law, dispute resolution or public administration (not essential, but desirable).
- Demonstrated experience in staff development and organisational design for the purpose of delivering efficient and effective services.
- Demonstrated capacity to work independently.
- Demonstrated experience in reporting to boards or corporate governance.
- Demonstrated experience as a decision maker in an Ombudsman setting or similar forum will be well regarded.
- Demonstrated experience to develop, communicate and execute strategy.
- Sound knowledge of the concepts of fairness demonstrated high level alternative dispute resolution skills (negotiation, conciliation and investigation)
- Strong written and verbal communication skills.
- Strong negotiation and engagement skills to all levels of the PTO partnerships and stakeholder groups.
- Demonstrated reporting and analytical capabilities.
- Ability to proactively identify and mitigate key organisational risks.

Application Instructions

To apply, go to fisherleadership.com and click on 'APPLY ONLINE' using reference **PTOdpt1223**, and address your cover letter and resume to David Baber.

Your application should include:

1. A brief covering letter clearly quoting **PTOdpt1223**
2. A complete current resume: stating responsibilities and achievements against each role you have held

Please ensure that you receive an email acknowledgement confirming receipt of your application.

The closing date for applications is **Sunday, 4th February 2024**.