

Role Description

Agency	NSW Ombudsman
Role Title	Complaints Resolution and Project Officer (Conciliation)
Branch/Division/Unit	Complaints Resolution Branch, Business Improvement and Support Unit
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 7/8
Senior Executive Work Level Standards	NA
Kind of Employment	Ongoing or temporary
ANZSCO Code	224912
PCAT Code	121213
Date of Approval	29 May 2026
Agency Website	www.ombo.nsw.gov.au

Agency overview

The NSW Ombudsman is an independent integrity agency that pursues fairness for the people of NSW. We strive to ensure that those entrusted with public power and resources fulfil their responsibilities and treat everyone fairly.

The Ombudsman has a range of statutory functions. These can be broadly grouped into the following 3 categories, which align with the office's 3 organisational divisions:

- handling complaints about, and where necessary investigating, the conduct of public authorities and community service providers – primarily the focus of the Complaints and Investigations Division
- overseeing compliance and performance of certain NSW Government and community sector programs and systems through monitoring, auditing, inquiries, conducting reviews and reporting – primarily the focus of the Systems Oversight and Reviews Division
- delivering tools, guides and other resources, and providing educational and training services, to support capacity building by public authorities and community service providers – primarily the focus of the People, Performance and Sector Improvement Division.

The People, Performance and Sector Improvement Division is also responsible for the office's strategic, corporate and supporting functions.

Primary purpose of the role

The role sits within the Business Improvement and Support team and has a dual focus on continuous improvement project work for the Complaints Resolution Branch, as well as complaint resolution via conciliation and other dispute resolution methodologies. Given the nature of work is demand driven, the role may vary over time from conciliations to general complaint handling or business improvement project work, as required.

With regard to conciliation work, the Complaints Resolution and Project Officer (Conciliation) is a member of the complaint handling team, and is responsible for responding to and resolving complaints arising from the *Ombudsman Act 1979* (NSW), the *Community Services (Complaints, Reviews and Monitoring) Act 1993* (NSW) and the *Public Interest Disclosure Act 2022* (NSW), primarily using early resolution and conciliation processes. The occupant contributes to the informal resolution of assigned complaints in a manner that is consistent with dispute resolution best practice, established guidelines and is reflective of the role and function of the Office.

Key accountabilities

- Manage a caseload of complaint and resolution matters in accordance with complaint handling best practice, the Ombudsman's jurisdiction, procedural fairness principles and the *Ombudsman Act 1974*.
- Liaise with complaint handling team members to provide advice on conciliation suitability, receive and progress conciliation referrals through the conciliation lifecycle.
- Triage, prioritise and escalate complaints based on complexity, urgency, risk, strategic importance and complainant vulnerability, including applying judgement in determining appropriate action, resolution tools or referrals.
- Lead and co-facilitate face-to-face and online conciliation meetings with complainants and public sector representatives, in line with conciliation policy, procedure and established guidelines.
- Identify business improvement opportunities and manage project work, including identifying scope and resources, maintaining connection to strategic priorities, managing project interdependencies and meeting deliverables within agreed timeframes, in collaboration with key stakeholders.
- Engage and collaborate with colleagues and stakeholders with professionalism and credibility to support best practice and business improvement, including promoting conciliation and early resolution functions.
- Contribute to the development and expansion of conciliation services by analysing and reporting on conciliation trends, issues and opportunities to ensure an effective and fit-for-purpose service is delivered.
- Assist the team with updating resources to maintain a suite of templates, tools, data and other internal resources that support best practice conciliation and broader complaint handling.

Key challenges

- Ability to be adaptable in a dynamic work environment which is demand driven and requires flexibility in being able to perform different complaint handling-related work as required. This may include managing a caseload of complaints unrelated to conciliation, working on business improvement projects for the Branch, or conciliating or co-conciliating a complaint or public interest disclosure matter.
- Ability to understand and become an expert in a range of complaint subject areas, covering the breadth of the Ombudsman's complaint handling and public interest disclosure functions.
- Assisting the team to promote a dispute resolution mindset and contributing to the sustainable growth and development of the Ombudsman's conciliation services against a background of competing priorities and interdependencies outside of the occupant's control.

Key relationships

Who	Why
Internal	
Manager	• Contribute to the ongoing business improvement, data-driven decision making and intelligence gathering in respect of the work of the branch and the office more broadly • Identify and suggest business improvement opportunities, based on case work observations and interaction with complaint handling colleagues • Support complaint handling best practice and a culture of continuous improvement
Supervisor	• Receive allocated complaints, conciliations and project work • Proactively communicate the progress of work undertaken and tasks performed, including availability for additional tasks • Proactively identify and report on risks and conflicts of interest • Actively seek feedback and identify areas of support required

Complaints Resolution Branch	• Develop credibility through professionalism and understanding of jurisdiction and subject matter, as well as conciliation best practice • Build effective business relationships to support increased utilisation of conciliation as a method of dispute resolution • Become a trusted partner in complaint handling and dispute resolution, whereby colleagues seek the occupant out for advice and guidance
Staff throughout the office	• Develop and maintain effective working relationships with staff • Encourage and promote a positive workplace culture • Identify subject matter experts throughout the office and seek input regarding project interdependencies
External	
Conciliation participants	• Represent the Ombudsman in conciliations and complaint handling with professionalism and credibility • Engage with participants in a way that demonstrates impartiality, empathy, emotional intelligence, cultural awareness and high-level complaint handling skills
Key agencies	• An effective relationship with key agencies is a critical component of the role and will be integral to its success. Priority areas include engaging agencies for the purposes of conducting conciliations. • The role may participate in information sessions, community of practice and sector liaison. • Proactively flag any potential or perceived conflicts of interests as soon as practicable

Role dimensions

Decision making

Legislation, internal policies and procedures, delegations and directives guide the work of the occupant of the role. The occupant of the role acts with day-to-day independence in planning, directing and managing the work allocated to them within the parameters set by the Ombudsman and Branch management, the strategic plan, Branch delivery plans and other policy documents.

The occupant of the role is delegated to make key decisions across their complaint handling work, in accordance with complaint handling best practice and internal policy guidance. The occupant liaises with parties to a complaint, prepares correspondence and reports and can determine and communicate decisions and outcomes, exercising a high level of judgement in dealing with specific cases. Given the delegated authority assigned to this role, the occupant must have a capacity to accept responsibility and be accountable for risks taken or decisions made.

The occupant has a sound knowledge of the role and function of the NSW Ombudsman's Office, dispute resolution and complaint handling. The occupant understands or can quickly acquire understanding of the sectors and subject matters within the scope of the Ombudsman's complaint handling functions.

The occupant of the role self manages their caseload and assigned projects and seeks input and guidance from subject matter experts and senior staff as required.

Reporting line

Typically, this role reports to the Senior Conciliator, Clerk Grade 9/10. However, there may be instances that the supervisor of this role is a more senior grade. The role sits within the Business Improvement and Support team in the Complaints Resolution Branch.

Direct reports

This role has no direct reports. However, the role may supervise staff assigned to specific matters or projects, or as part of a development program.

Budget/expenditure

The role does not have budgetary responsibility.

Essential requirements

Employment at the NSW Ombudsman is subject to the satisfactory completion of security and related vetting including, in part, a criminal records check; signed understanding and acceptance of a range of policies; two statutory declarations relating to conflicts of interest, arrests, charges, convictions and a health declaration.

Essential qualifications:

- The occupant of this role will be required to have a current Working with Children Check clearance issued from the Office of the Children's Guardian. As there is always the potential for exposure to distressing material, the Office has in place strategies to support staff. It may be a requirement that the occupant of the role participates in the Office's wellness programs.
- Accreditation against the Australian Mediator and Dispute Resolution Accreditation Standards (AMDRAS) or can readily acquire accreditation.

It is expected the occupant of the role can demonstrate:

- An understanding of the statutory functions and work of the Ombudsman.
- Demonstrated experience in conciliation and/or mediation, within an environment of competing demand.
- Experience analysing complex matters to distil the relevant issues and the ability to objectively assess and scrutinise information provided by parties.
- Excellent written and verbal communication skills, including the ability to communicate well with our diverse stakeholders, and to prepare complex correspondence and reports.
- Demonstrated ability to work independently and as part of a team.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [The Capability Framework | NSW Public Service Commission](#).

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability group	Capability name	Level
 Personal attributes	Display resilience and courage	Intermediate
	Act with integrity	Intermediate
	Manage self	Adept
	Value diversity and inclusion	Intermediate
 Relationships	Communicate effectively	Intermediate
	Commit to customer service	Intermediate
	Work collaboratively	Foundational
	Influence and negotiate	Adept

 Results	Deliver results	Intermediate
	Plan and prioritise	Foundational
	Think and solve problems	Intermediate
 Business enablers	Demonstrate accountability	Intermediate
	Finance	Foundational
	Technology	Intermediate
	Procurement and contract management	Foundational
	Project management	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal attributes	Display resilience and courage Be open and honest, prepared to express your views, and willing to accept and commit to change	- Be flexible and adaptable and respond quickly when situations change - Offer your opinion and raise challenging issues - Acknowledge when someone challenges your ideas and respond respectfully - Work through challenges - Remain calm and focused in challenging situations	Intermediate
 Personal attributes	Manage self Be persistent, self-reflect and commit to learning	- Keep up to date with contemporary knowledge and practices - Seek and take advantage of opportunities to learn and apply new skills - Commit to achieving challenging goals - Seek and respond positively to constructive feedback and advice - Examine and reflect on your performance	Adept
 Relationships	Communicate effectively Communicate clearly, pay attention to others, and respond with understanding and respect	- Focus on key points and use clear, concise and inclusive language - Clearly explain and present ideas and arguments - Pay attention and ask appropriate and respectful questions to understand others' point of view - Promote the use of inclusive language and help others to adjust their language where necessary - Seek feedback about your communication style and adapt where necessary - Write in a way that is well structured and easy to follow - Clearly communicate routine technical information	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	Work collaboratively Collaborate with others and value their contribution	• Work as a supportive and cooperative team member, sharing information and acknowledging the efforts of others • Respond when others need clarification or advice about the job • Step in to help others when workloads are high • Keep your team and supervisor informed about work tasks • Use appropriate approaches, including digital technology, to share information and collaborate with others	Foundational
 Relationships	Influence and negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to share and debate ideas to help reach a consensus • Recognise diverse perspectives and the need for compromise when negotiating mutually agreed outcomes • Influence others with a fair and thoughtful approach and sound arguments • Be sensitive and show understanding when resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict	Adept
 Results	Deliver results Achieve results by using resources efficiently and committing to quality outcomes	• Seek and apply specialist advice when needed • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver your own work and that of the team or business unit • Contribute to assigning responsibilities and resources to ensure the team or business unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
 Results	Think and solve problems Think, analyse and consider the broader context to develop practical solutions	• Understand a problem or explore an opportunity by finding data that is relevant, trustworthy and high quality • Research and analyse information to make recommendations based on relevant evidence • Identify and find appropriate solutions for issues that may stop people from completing their tasks • Be willing to seek others' input and share your ideas to achieve best outcomes • Come up with ideas and identify ways to improve systems and processes to meet organisational and customer needs	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
 Business enablers	Project management Understand and use effective ways to plan, coordinate and control projects	• Research and analyse data at a basic level to inform and support the achievement of project deliverables • Contribute to developing project documents and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify when projects differ from their plans and tell your supervisor	Intermediate