

Role Description

Agency	NSW Ombudsman
Role Title	Investigation & Resolution Officer
Branch/Division/Unit	Complaints Resolution Branch
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 7/8
Senior Executive Work Level Standards:	NA
Kind of Employment	Ongoing or temporary
ANZSCO Code	224900
PCAT Code	3991119192
Date of Approval	13 September 2024
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

To support the delivery of the Ombudsman's core complaint handling function by handling assigned complaints with expertise, effectiveness, timeliness and professional objectivity.

Key accountabilities

- Working within the assigned workstream, receive and assess complaints either following initial triage by a more senior officer, or as operational needs require, via phone.
- Manage a caseload of complaints, including those that may require assessment and management under the Public Interest Disclosures Act 2022, with a focus on resolving the complaint. Responses to complaints may include finalising without inquires, conducting preliminary inquiries, identifying suitable matters that could proceed to conciliation and assisting conciliators with preparation, drafting correspondence for the Deputy Ombudsman's signature to make comments or suggestions for improvement or other action to the subject agency under s.31AC of the Ombudsman Act, and referral for investigation or for local resolution to an appropriate external agency.
- Discern whether a matter may be considered "significant" and require escalation (subject to the Manager's endorsement).
- Deliver agreed deliverables on time and to the standard required, this includes, but is not limited to, exercising formal powers of the Ombudsman, evaluating the public interest in determining the action to be taken, preparing correspondence and reports. In addition to liaising with agency staff and other stakeholders and providing advice and assistance where required.
- Provide timely advice to senior and other relevant staff on trends, systemic issues, individuals of concern, agency deficient investigations as well as the results of the assessment and analysis of information holdings and other relevant matters.
- Monitor agency responses to and implementation of recommendations or suggestions stemming from our oversight, investigations or complaint handling work.
- Contribute to the preparation of statutory and other reports as well as other publications related to the work of the Ombudsman.
- Participate in outreach programs such as community and correctional/youth justice centre visits as well as education and training initiatives.

Key challenges

- The occupant of the role is expected to manage complaints in a way that demonstrates impartiality, empathy, emotional intelligence and high-level complaint-handling skills.
- Taking the initiative on matters within the role's area of responsibility, having accountability and being open to feedback. This requires high-level critical thinking and analysis to effectively deal with the complexity and range of decisions and actions that need to be made.
- Keeping abreast of the key issues impacting the work of the Ombudsman as well as maintaining a good understanding of current priorities and areas of focus is also a challenge. Regular advice should be provided to senior and other relevant staff in relation to significant policy developments, particularly in those areas directly relevant to the Ombudsman's jurisdiction.
- Managing complex and sensitive issues and providing informed advice and solutions often within short timeframes will require the occupant of the role to balance competing interests, including those which require weighing up the short and long-term goals of the office. From time to time, the occupant of the role may be required to make difficult decisions.

Key relationships

The key stakeholders and customers the role is expected to interact with routinely, rather than periodically. These relationships are important for understanding the nature of the interpersonal skills required to successfully perform the role.

Who	Why
Internal	
Statutory Officer, other senior staff of the division including supervisor	• Provide advice about the progress of work undertaken and other matters of interest to the office to inform decision-making and manage risks. • Contribute to the ongoing business planning and intelligence gathering in respect of the work of the division and the office more broadly.

Staff throughout the office	• Develop and maintain effective working relationships with all staff. • Encourage and promote a positive workplace culture.
External	
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 facilitating systemic cultural change and sector improvement. If appropriate, meet with agencies and other parties to facilitate the gathering of information to assist the work of the division and/or to determine relevant Ombudsman action. • The role may undertake sector development activities or may participate in outreach programs and/or audits and support the delivery of community education and training to external agencies.

Role dimensions

Decision making

Legislation, office 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 their work. Specifically, the occupant of the role determines priority areas for managing their workload within the parameters set by the Ombudsman and division management, the corporate plan, business plans and other policy documents.

The occupant of the role prepares correspondence and reports and can determine and communication 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 any risk taken or decision made.

The occupant of the role may seek guidance from senior staff.

Reporting line

Typically, this role reports to a Senior Investigation & Resolution Officer, Clerk Grade 9/10 however, there may be instances that the supervisor of this role is a more senior grade.

Direct reports

This role has no direct reports. However, the role may supervise staff assigned to specific matters or as part of a developmental program. The role may also provide support and guidance to Complaints Officers within their workstream at the Clerk Grade 5/6 level.

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.

It is expected the occupant of the role can demonstrate:

- An understanding of the statutory functions and work of the Ombudsman
- Demonstrated experience in complaint handling or a similar customer-facing resolution role
- Excellent written and verbal communication skills, including the ability to communicate well with our diverse stakeholders, and to prepare complex correspondence and reports
- Experience analysing complex matters to distil the relevant issues, and the ability to objectively assess and scrutinise responses to inquiries from subject agencies
- Demonstrated ability to work independently and as part of a team.

Additional Information and requirements

Depending on the specific need of the Ombudsman, the occupant of this role may be required to have a current WWCC 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.

The occupant of the role may be required to participate in programs, which will require travel throughout NSW and staying overnight at regional locations and therefore a current and valid Australian motor vehicle licence would be desirable.

Formal qualifications (such as the Certificate IV Government (Investigations)) are highly desirable.

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	Adept
	Commit to customer service	Intermediate
	Work collaboratively	Foundational
	Influence and negotiate	Intermediate
 Results	Deliver results	Intermediate
	Plan and prioritise	Foundational
	Think and solve problems	Adept
	Demonstrate accountability	Intermediate
 Business enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and contract management	Foundational
	Project management	Adept

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	• Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation • Clearly explain complex ideas and arguments to individuals and groups • Create opportunities for others to contribute • Share information with other teams and business units to enable informed decision-making • Write clearly and concisely in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences • Pay attention and encourage others to express their views	Adept

 Relationships	Commit to customer service Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in your organisation • Demonstrate a thorough knowledge of the available services and share relevant information with customers • Identify and respond quickly to customer needs • Consider different customer needs and experiences when developing solutions to meet needs • Resolve complex customer issues • Cooperate across work areas to improve outcomes for customers	Intermediate
 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	• Make recommendations based on evidence by researching and critically analysing information and identifying interrelationships • Anticipate, identify and deal with issues and potential problems that may impact organisational goals and the customer experience • Think creatively to come up with new ideas to resolve issues and improve customer experience • Seek input and ideas from people with different backgrounds and experiences • Participate in and contribute to team or business unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness • Analyse data and information to identify insights and communicate findings in a clear and meaningful way	Adept

**Project management**

Understand and use effective ways to plan, coordinate and control projects

- Understand all components of the project management process, including the need for change management to achieve business benefits
- Prepare clear project proposals and accurate estimates of required costs and resources
- Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
- Identify and evaluate risks associated with the project and develop mitigation strategies
- Identify and consult with stakeholders, including people with lived experience to inform the project strategy
- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take steps to address any problems
- Evaluate progress and identify improvements to inform future projects

Adept