

Role Description

Agency	NSW Ombudsman
Role Title	Senior Investigation & Resolution Officer
Branch/Division/Unit	Complaints Resolution Branch
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 9/10
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 Manager within their assigned work stream in the delivery of the Ombudsman's functions, through the effective handling of complex complaints and supervision of junior staff.

Key accountabilities

- Perform quality assurance of the work undertaken by team members, including checking and approving reports and correspondence.
- Manage a caseload of more complex complaints, including those that may require assessment and management under the Public Interest Disclosures Act 2022, with a focus on resolution. Responses to complaints may include conducting preliminary inquiries, identifying matters as suitable for conciliation and potentially conducting or assisting on the conciliation of matters, referral of the complaint for either local resolution or for an oversighted investigation, or carriage of or supporting an elementary investigation.
- Deliver agreed outcomes in accordance with procedures and to the standard required. Exercise formal powers of the Ombudsman, evaluating the public interest in determining the action to be taken. Prepare correspondence and reports. Liaise with agency staff and other stakeholders, and provide advice and assistance where required.
- Manage and develop staff ensuring effective, ongoing supervision and performance management. This involves the provision of constructive feedback, technical expertise, modelling, training, and support to manage staff wellbeing.
- 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. Make recommendations for legislative or administrative change.
- Monitoring agency responses to and implementation of recommendations or suggestions stemming from our oversight, investigations or complaint handling work.
- Contribute to or manage the preparation of statutory and other reports as well as other publications related to the work of the Branch, including a biannual casebook.
- Participate in outreach programs such as community or correctional centre visits as well as education and training initiatives.

Key challenges

- The occupant of the role is expected to take the initiative on matters within the role's area of responsibility having regard to accountability standards, business and other strategic planning, project plans, performance measures and critical risks. 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. In this regard, 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.
- The occupant of the role needs to have good management and organisational skills in order to provide guidance to their staff. The occupant of the role must ensure that the work of the team is of a high standard and to this end must provide constructive criticism, modelling, training and support. At all times accountability standards and performance measures must be adhered to. As well, the occupant of the role is responsible for the induction and ongoing support of staff members, which includes proactive supervision, performance management and taking the initiative with regards to staff wellbeing.
- 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

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 supervised	• Inspire and motivate, provide leadership, guidance and support • Provide clear direction and strategic advice on matters, through one-on-one discussions, team meetings and training sessions to enable team members to work to their potential and to enhance team performance • Set overall performance expectations and oversight the implementation of effective performance management frameworks and processes
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 participate in outreach programs and/or audits and support the delivery of community education and training to external agencies

Role dimensions

Decision making

The work of the occupant of the role is guided by legislation, office procedures, delegations and directives from the Ombudsman and division management. 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 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 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 Clerk Grade 11/12. However, there may be instances that the supervisor of this role is a more senior grade.

Direct reports

This role may be required to manage a small team of Clerk Grade 5/6 and 7/8 staff within their assigned workstream.

All supervisors are required to continually monitor and manage staff wellbeing and ensure their staff have performance agreements and reviews in line with office policy.

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.

The occupant of this role must demonstrate:

- an understanding of the statutory functions and work of the Ombudsman
- extensive experience in complaint handling
- excellent communication skills, including the ability to communicate well with our diverse stakeholders, and to prepare complex correspondence and reports
- experience analysing complex matters
- ability to work independently and as part of a team
- previous supervisory experience

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 license would be highly 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	Adept
	Act with integrity	Adept
	Manage self	Advanced
	Value diversity and inclusion	Intermediate
 Relationships	Communicate effectively	Advanced
	Commit to customer service	Intermediate
	Work collaboratively	Adept
	Influence and negotiate	Adept

 Results	Deliver results	Adept
	Plan and prioritise	Intermediate
	Think and solve problems	Adept
	Demonstrate accountability	Intermediate
 Business enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and contract management	Intermediate
	Project management	Adept
 People management	Manage and develop people	Adept
	Inspire direction and purpose	Intermediate
	Optimise business outcomes	Intermediate
	Manage reform and change	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 flexible, show initiative and respond quickly when situations change - Give frank and honest feedback and advice - Acknowledge when someone challenges your ideas, seek to understand why and respond appropriately - Raise and work through challenging issues and seek alternatives - Respond professionally when under pressure and in challenging situations	Adept
	Be open and honest, prepared to express your views, and willing to accept and commit to change		
 Personal attributes	Manage self	- Be a professional role model for colleagues, set high personal goals and take pride in achieving them - Actively seek, reflect on and act on feedback about your performance - Reflect on and use negative feedback as an opportunity for growth and improvement - Take the initiative and act in a decisive way - Pursue and apply new knowledge and practices relevant to your organisation to improve outcomes	Advanced
	Be persistent, self-reflect and commit to learning		

Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	Communicate effectively Communicate clearly, pay attention to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test whether they understand you • Translate technical and complex information clearly and concisely for different audiences • Create opportunities for others to contribute to discussion and debate • Set an example by promoting information sharing across your organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to share information and communicate with diverse audiences • Leverage insights from people with lived experience to shape communication and engagement strategies • Write clearly, concisely and persuasively in a range of styles and formats	Advanced
 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	• Use your own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Ensure staff understand expected goals and acknowledge staff success in achieving these • Identify the resources people need and ensure goals are achieved within budget and on time • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the way resources are allocated meets new business needs • Ensure you budget for and clearly state the financial impacts of new priorities	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
 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
 Business enablers	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
 People management	Manage and develop people Engage with and motivate staff, and develop their capability and potential	• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the effects of bias when managing team members • Seek feedback about your management	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		capabilities and develop strategies to improve on them • Address and resolve team and individual performance issues, including unsatisfactory performance, promptly and effectively • Monitor and report on team performance in line with established performance development frameworks • Develop positive relationships to ensure cultural safety and trust between team members	
