

Role Description

Agency	NSW Ombudsman
Role Title	Assessment Officer
Branch/Division/Unit	Complaints & Resolution Branch, Assessments Unit
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 5/6
Senior Executive Work Level Standards:	NA
Kind of Employment	Ongoing or temporary
ANZSCO Code	224900
PCAT Code	3991119192
Date of Approval	23 December 2022
Agency Website	www.ombo.nsw.gov.au

Agency Overview

The NSW Ombudsman is an independent integrity agency that holds NSW government agencies and certain non-government organisations accountable to the people of NSW. Through complaint handling, review, monitoring, investigation, advice, training and community education, we seek to improve the administration and delivery of public and community services in NSW.

Primary purpose of the role

To be the first point of contact for complaints or enquiries received by the NSW Ombudsman from members of the public, people in detention or agencies, and assess those complaints and enquiries and provide relevant advice.

Key accountabilities

- Receive complaints and enquiries made to the Office via phone, in writing or in person.
- Conduct assessments on a range of issues of varying complexity - including, but not limited to, identifying jurisdiction, where the person is up to in the complaints process, identifying the alternate process or body to deal with the matter, the type and standard of evidence required to support a complaint, and provide relevant advice to people who contact the office.
- Manage a caseload of complaints, where some warrant immediate action and response, including making preliminary inquiries of agencies, and others that are often routine, in line with established times and to a high standard.
- Exercise discretion resolving complaints, including evaluating the public interest.
- Prepare correspondence for approval to be sent to agencies and complainants.
- Maintain awareness on trends and systemic issues, including conducting appropriate complementary research, and report to senior staff.
- Participate in outreach programs such as community and correctional centre visits as well as community engagement and training initiatives.
- Where appropriate, monitor agency responses to and implementation of suggestions or undertakings stemming from complaint handling work.
- Contribute to the preparation of statutory and other reports as well as other publications related to the work of the Ombudsman.

Key challenges

- Managing yourself working in a fast-paced and high-volume environment where many of the complaints and enquiries are received by phone.
- Handling those complaints and enquiries with compassion and skill to ensure the provision of an effective and professional frontline service, identifying complainant needs and managing challenging behaviour.
- Managing a varied workload having regard to Office policies and procedures, relevant legislative instruments and critical risks. This requires high-level critical thinking and analysis to effectively deal with the complexity and range of decisions and actions available.
- Managing sensitive issues and providing informed advice and solutions often within short timeframes while balancing competing interests. From time to time, the occupant of the role may be required to make difficult decisions.
- Keeping abreast of the key issues impacting on the work of the Ombudsman as well as maintaining a good understanding of current priorities and areas of focus, with support from senior and other relevant staff, to assist intake and assessment of new and existing complaints and enquiries.
- An ongoing aim of the Office is to support and promote cultural change and improved practices in agencies and organisations we oversight and to resolve individual complaints where appropriate. The occupant of the role assists to identify deficiencies in agency policies and contributes to suggestions to influence change.
- Utilising professional working relationships across key agencies is crucial to facilitating complaint resolution and where possible influencing systemic cultural change in agencies.

Key relationships

Who	Why
Internal	
Statutory officer, other senior staff of the branch including supervisor	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Develop and maintain effective working relationships with all staff. • Encourage and promote a positive workplace culture.
External	
Key agencies	<ul style="list-style-type: none"> • 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

- Works in a team, often on a roster, but otherwise plans and manages their work in line with their authority under:
 - legislation and delegation and office policy, principles, and procedures
 - the Ombudsman’s Strategic Plan and the Complaints & Resolution Branch business and team plans and agreements.
- Exercises a high level of judgement in dealing with specific cases and must have a capacity to accept responsibility and be accountable for risks taken or decisions made.
- Prepares written correspondence for approval though most decisions, reasons and outcomes are communicated orally.
- Seeks supervisors and or senior staff guidance as needed or required.

Reporting line

This role reports to the Team Leader, Assessments who is assisted by the Senior Assessment Officers 7/8 in daily support and guidance. The Team Leader and the Senior Assessment Officer report to the Manager Assessments.

Direct reports

This role has no direct reports.

Budget/Expenditure

Nil

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 that the occupant of this role can demonstrate:


- an understanding of the statutory functions and work of the Ombudsman;
- experience in complaint handling, ideally within a frontline or contact centre environment
- excellent customer service skills
- an ability to work in a high-volume call-based environment with tight timeframes
- sound written and verbal communication skills, including the ability to communicate well with our diverse stakeholders, and to prepare complex correspondence;
- commitment and ability to work with people from diverse communities;
- an ability to work as part of a team and independently.

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
	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational

 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	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.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond appropriately Work through challenges Remain calm and focused in challenging situations
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Focus on providing a positive customer experience Support a customer-focused culture in the organisation Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Resolve complex customer issues and needs Cooperate across work areas to improve outcomes for customers
Results Deliver Results	Foundational	<ul style="list-style-type: none"> Seek clarification when unsure of work tasks Complete own work tasks under guidance within set budgets, timeframes and standards Take the initiative to progress own work Identify resources needed to complete allocated work tasks
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience Seek contributions and ideas from people with diverse backgrounds and experience Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness