Position Description

# General Information

**Position:** Tolling Customer Ombudsman

**Reporting to:** Specialist Complaints Service Limited Board

**Date:** September 2019

**Location:** Brisbane, Melbourne or Sydney

# Quantitative Data

**No of staff under management:** 1 (Administrator)

**Budget:** AUD$300,000 revenue approx.

# Purpose of the Position

* Undertakes external dispute resolution in accordance with the Tolling Customer Ombudsman Terms of Reference, including issuing determinations where appropriate.
* Under direction of the Specialist Complaints Service Limited (SCS) Board
  + directs the operational and financial activities of the Tolling Customer Ombudsman scheme, and
  + guides the development of long- and short-range strategies and policies for the Tolling Customer Ombudsman scheme,

in order to meet the organizational short- and long-term strategic objectives.

# Qualifications and Experience

* Appropriate legal and/or senior management qualifications
* Externally recognised as an appropriate individual for the position
* Significant understanding and experience with consumer related issues and dispute resolution
* Proven stakeholder and media relations skills

# Key accountabilities

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| **Communications management** | Determine corporate identity and branding and provide direction on key corporate messages through media and generally, in line with organisational strategy, to strengthen the external awareness and recognition of TCO |
| **Dispute resolution** | Act as the Ombudsman under the TCO Terms of Reference in a manner which is efficient, honest and fair in meeting community expectations  Ensure adequate organisational processes, systems and leadership in line with the Terms of Reference and legal obligations to ensure correct and efficient dispute resolution by TCO |
| **Financial management** | Recommend to the Board annual organisational budgets and business plans  Monitor expenditure across the organisation in order to ensure budget adherence and achieve long term financial sustainability |
| **Government and Community Relations** | Establish and maintain appropriate relationships with consumer organisations, government (State and Federal) and regulatory bodies as required in order to create favourable conditions with these agencies and institutions for strategy execution |
| **Human resources management** | Develop and direct appropriate human resources strategies and practices in line with the organisational strategy and legal requirements to ensure that the organisation has a sufficient, engaged, suitably skilled and capable workforce |
| **Information management** | Oversee the maintenance of the organisation’s information technology architecture, website and policy development to ensure that personal information is kept secure and that relevant information is up to date and available |
| **Membership and Consumer Relations** | Provide relevant presentations to members and consumers as required in order to increase the understanding of TCO functions and issues affecting complaints within the toll road industry |
| **Obtain ANZOA membership** | Implement all appropriate initiatives to obtain and maintain personal membership of the Australia and New Zealand Ombudsman Association (ANZOA) in the capacity as the Tolling Customer Ombudsman |
| **Revenue Control** | Ensure the prompt collection of revenue and recommend to the Board levies and applicable case fees to properly resource the TCO operations |
| **Reporting** | Ensure the production of required reporting, including, but not limited to, the Annual Report and regular public updates as required to satisfy accountability and regulatory requirements |
| **Risk management** | Formulate risk strategies and control frameworks to manage organisational risk in an appropriate manner in line with the risk appetite and tolerances set by the Board |
| **Strategy and planning** | Provide input into, and execute strategies, policies and corporate plans so that the Board can provide long term organisational direction |