

POSITION DESCRIPTION

POSITION: RESEARCH AND COMMUNICATIONS MANAGER (RCM)

REPORTING TO: OMBUDSMAN

RESPONSIBILITIES:

This position manages a team of Senior Research and Communications Officers (SRCO), Research and Communications Officers (RCO), and a Communications Officer (CO) responsible for complaint research, analysis, information and reporting. The team is responsible for the capture, analysis, interpretation and reporting of complaint data, both internally and externally. The reporting will be in a variety of written and visual formats.

The Research and Communications Manager will manage the allocation of work to the team in line with EWOV's annual Reporting and Information Schedule. The RCM will have a close working relationship with EWOV's Information Services and Facilities Manager (ISFM), as case data reports will come from that area, as well as be produced by the Research and Communications team.

The RCM is part of the EWOV Management Team. The role also works very closely with the Operations Managers (Intake and Innovation, and Investigations) and EWOV's external Communications Consultant.

A key feature of the role is to ensure the full integration of complaint research issues into all aspects of EWOV.

Analysis of complaint data will feed into various forms of information for a wide range of stakeholders, including the general community, the consumer advocacy sector, the energy and water industries, regulators at state and federal levels, government at state and federal levels, EWOV Board, management and staff, Ombudsman networks, and media. Forms of information include, but are not limited to, issues papers, reports, presentations, speeches, submissions, EWOV 101 presentation templates, audio, video and on-line. Research work should align with EWOV's communications strategy year to year.

The RCM will, along with the team, act as a monitor of current trend and emerging issues in the energy and water markets, identifying what customers are experiencing and what companies are doing. The role is a key conduit for customers' complaint experiences to stakeholders who can take action or influence poor company customer service.

DUTIES:

The duties of the RCM position are as follows:

Management of complaint data research and analysis

- Manage case and other research using data mining technologies, and EWOV's Resolve complaint management software
- Manage critical analysis of complaint statistical data results, and correct interpretation of results
- Oversight data quality checking on case information to be used for public reporting
- Manage the preparation, and review the content and quality of, responses/submissions to discussion papers released for comment by regulators and other bodies
- Regularly review the adequacy of current data formats and create new reports in collaboration with the Information Services and Facilities Manager (ISFM) and Operations Managers

Management of complaint data reporting and information dissemination

- Maintain a comprehensive and up to date knowledge of complaints and complaint issues at all times
- Manage the successful translation of complaint data results into clear, incisive and targeted written and other forms of information for all EWOV stakeholders
- Produce high quality reports and other forms of information to all stakeholders in a timely manner and in line with the EWOV Reporting and Information Schedule
- Regularly advise all relevant areas of EWOV about what is happening to customers and what companies are doing in line with EWOV's Reporting and Information Schedule.
- Represent EWOV on Reference Panels and/or Working Groups and Committees, and provide case and issue information and advice
- Build and maintain effective stakeholder relationships for the purpose of understanding customer complaint experience and market activity
- Liaise and consult with relevant stakeholders on current and developing complaint issues
- Develop a stakeholder management framework, plans, templates and tools
- Prepare and convene workshops and briefing papers for conciliation and intake staff on new and current areas of relevance to case handling
- Contribute to the review of EWOV's case handling policy and process as needed
- Contribute to, and present EWOV staff training
- Regularly review, evaluate and refine EWOV reporting and information dissemination
- Manage EWOV's Feedback Register, act on feedback, and make recommendations to the Ombudsman and Management Team for improvements to stakeholder relationships as needed
- Manage the maintenance of the EWOV Contacts Database
- Manage incoming and outgoing communications with the media on behalf of the Ombudsman.

KEY SELECTION CRITERIA:

Essential:

1. High level ability to manage the preparation and production of case research, analysis and information/ reports according to deadlines and to a high standard
2. Demonstrated excellent conceptual and analytical skills
3. High level ability to work at a detailed level and to translate data and statistical information into high quality written and other forms of information
4. Managerial ability
5. Skill and experience to co-ordinate team effort to meet workload targets and effectively manage a small, close knit and professional team
6. Ability to effectively represent EWOV in a range of forums and with a variety of audiences
7. Demonstrated knowledge and understanding of customer complaint issues in the energy and water industries, or an ability to quickly acquire such knowledge
8. Good understanding of, and experience in, HR practices and systems
9. Excellent time management and administrative skills
10. High level computer skills, in particular demonstrated experience in the use of Web 2 tools, various software packages, such as MS Office (Outlook, Word, Excel, PowerPoint, Publisher). Particular skill in Excel and computerised data mining and management systems is required
11. Ability to work according to and understand the concept of independence
12. Excellent interpersonal skills and teamwork skills with pleasant demeanour and adherence to EWOV's Cultural Values
13. Initiative, flexibility and willingness to undertake extra tasks as required

Desirable:

14. Relevant tertiary qualifications in research, communications and/or statistical analysis. For example, Science, Social Science, Economics or Marketing.

EQUAL OPPORTUNITY

EWOV is an equal opportunity employer and promotes a safe and healthy, harassment free work place.

HEALTH AND SAFETY

EWOV is a smoke free workplace.

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August 2010