

# POSITION DESCRIPTION

**Position:** Senior Policy and Stakeholder Engagement Officer (SPSEO) August 2021

**Reporting to:** Head of Communications and Policy (HCP)

**Position overview:** EWOV's policy and influence work delivers high quality, independent information and analysis about the customer experience in the energy and water industries. It is targeted at informing government, regulators and policy decision makers. This work is undertaken to maximise the effectiveness of EWOV's casework and reduce the occurrence of complaints.

Our key objectives are to:

- Influence the policy environment for energy and water customer dispute resolution
- Share our knowledge and experience
- Broadly scan the external environment for influences on EWOV

The SPSEO is responsible for considered and strategic engagement with relevant stakeholders and process to pursue these objectives.

The SPSEO role is a leadership role within the broader Communications and Policy Team at EWOV. The SPSEO role also works closely with teams across the organisation. The role demands strong leadership and interpersonal and influencing skills to complement excellent written communication skills.

## Responsibilities

### *Policy and stakeholder engagement*

- Manage and develop a policy and stakeholder engagement plan that aligns with emerging complaint trends and with EWOV's strategic objectives.
- Deliver a policy framework highlighting the impact of policy and regulatory decisions and implementation on customer complaints; and influencing industry, policy makers and regulatory stakeholders to reduce the occurrence of customer complaints.
- Write submissions, prepare briefs on case trends, case studies, fact sheets, articles and content for the intranet and website and contribute to various publications as required.
- Develop and maintain relationships with key stakeholders across community, consumer, policy, government and regulatory organisations.
- Represent EWOV at various policy/regulatory processes as they align with EWOV policy objectives.
- Lead team and organisational awareness up to date assessment of relevant activity in State, Federal and international media to support a deep and ongoing understanding of the value of EWOV's policy activity in an emerging and changing energy market.

- Together with the Senior Community Outreach and Engagement Officer, coordinate and plan regular meetings with stakeholders, including EWOV's Customer Consultative Group.
- Undertake complex case and other research and produce reports as directed by the HCP.
- Critically analyse statistical complaint data results, and ensure correct use and interpretation of results prior to publication or use.
- Work closely with the HCP to develop policy positions on a range of issues that align with emerging complaint trends and with EWOV's strategic objectives.
- Respond to stakeholder requests for information and case data.
- Be innovative in approach to work, engaging in the opportunities provided by technology, the evolving energy market and EWOV work environment.

### ***Data analysis***

- Critically analyse statistical complaint data results, and ensure correct use and interpretation of results prior to publication or use.
- Be an expert in EWOV complaint data, working with colleagues to ensure accuracy.
- Work with others to provide narrative to the monthly data insights.
- Develop and formalise data sourcing and analysis process for submissions, publications etc.
- Work with EWOV staff to optimise EWOV's data dashboards.
- Respond to stakeholder data requests.

### ***Teamwork, accountability and strategic input***

- Provide advice and recommendations to the broader Communications and Policy Team on your area of expertise that will influence priorities of work and support the success of each role within the team.
- Maintain a comprehensive and up-to-date knowledge of complaint issues and customer experiences through collaboration with EWOV's Operations Team and the EWOV's Technology, Analytics and Business Improvement Team to support the delivery of a leading dispute resolution service including in engaging in programs assessing data flows to ensure they remain relevant, accurate and informative.
- Support and participate in continuous improvement and project initiatives across EWOV.
- Through an initiative and flexible approach, identify and undertake extra tasks as required to assist EWOV achieve its organisational goals.

## **Key selection criteria**

### ***Essential***

- Demonstrated ability to develop and lead policy and stakeholder engagement approach and content
- Demonstrated knowledge and experience in the policy development arena and ability to write submissions, prepare briefs on case trends, case studies etc
- Excellent written, verbal and interpersonal communication skills
- Ability to identify and present new ideas on how EWOV can influence policy outcomes
- Experience representing an organisation in external forums, including strong presentation skills

- Project management skills with well-developed time management skills
- High level critical thinking skills to be able to strategically consider, translate and communicate complex data and statistical information into meaningful forms of information
- Experience that demonstrates an effective understanding of the State and Federal policy and regulatory environment in Australia
- Ability to work with a high degree of proactivity, autonomy, professionalism and accountability
- Flexibility and initiative that showcases the ability to deal with competing priorities under pressure to support the Communications and Policy team and EWOV's objectives
- The ability to build effective relationships and collaborate with stakeholders

### ***Desirable***

- Relevant tertiary qualifications such as social or political science or other qualifications in line with the responsibilities of the position
- Experience working with quantitative data

### **Additional information**

EWOV staff are bound by confidentiality requirements and must sign a confidentiality agreement upon commencement of employment.

EWOV staff must not have any conflicts of interest in carrying out the role.

### **Equal opportunity**

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