

## JOB DESCRIPTION

<b>Agency</b>	Department of Education	<b>Work Unit</b>	Resolution Unit, Agency Operations
<b>Job Title</b>	Assistant Director Resolution Unit	<b>Designation</b>	Senior Administrative Officer 1
<b>Job Type</b>	Full Time	<b>Duration</b>	Ongoing
<b>Salary</b>	\$120,545 - \$134,667	<b>Location</b>	Darwin
<b>Position Number</b>	50748 <b>RTF</b> 181493	<b>Closing</b>	19/01/2020
<b>Contact</b>	Laura Lymer, Director Resolution Unit on 08 8999 5624 or <a href="mailto:Laura.lymer@nt.gov.au">Laura.lymer@nt.gov.au</a>		
<b>Agency Information</b>	<a href="https://education.nt.gov.au/">https://education.nt.gov.au/</a>		
<b>Information for Applicants</b>	<b>Applications must be limited to a one-page summary sheet and an attached resume/cv</b> For further information for applicants and example applications: <a href="#">click here</a>		
<b>Information about Selected Applicant's Merit</b>	If you are selected and accept this position, a detailed summary of your merit (including work history, experience, qualifications, skills, information from referees, etc.) will be provided to other applicants, to ensure transparency and better understanding of the reasons for the decision. For further information: <a href="#">click here</a>		
<b>Inclusion &amp; Diversity</b>	The NTPS values diversity and aims for a workforce which is representative of the community we serve. We strongly welcome and encourage people from all diversity groups to apply and strive to accommodate people with disability by making reasonable workplace adjustments when required. If you require an adjustment for the recruitment process or job, please discuss this with the contact officer.		
<b>Special Measures</b>	Under an approved <b>Special Measures</b> recruitment plan, Aboriginal and Torres Strait Islander applicants will be given priority consideration and preference in selection for this vacancy if they meet all essential selection criteria and are suitable at the position level.		
<b>Apply Online Link</b>	<a href="https://jobs.nt.gov.au/Home/JobDetails?rtfid=181493">https://jobs.nt.gov.au/Home/JobDetails?rtfid=181493</a>		

**Primary Objective:** This position is responsible for assisting the Director of the Resolution Unit with the establishment and leading of the strategy and overall day-to-day operations of the Resolution Unit.

**Context Statement:** The Resolution Unit is the central point of receipt, triage, and escalation for complex complaints. The position will assist with the implementation of the Complaint Resolution Framework across the agency, including training and the introduction of an IT data management system. In addition, the position will manage or complete highly complex complaints, reviews and investigations. The Unit encompasses Information Management, Freedom of Information, Privacy and Pop-up Teams in response to political priorities.

### **Key Duties and Responsibilities:**

1. Assist with establishing, developing and implementing policies, work systems, and operational processes to ensure the effective and timely resolution of complaints for the Department of Education.
2. Manage highly sensitive and complex complaints and ensure that procedural fairness is observed, in accordance with best practice and the Complaint Resolution Framework.
3. Conduct research, reviews and investigations to produce comprehensive reports and correspondence which may include recommendations for delegates, in accordance with best practice and the Complaint Resolution Framework.
4. Provide high level strategic advice, information, support and training on complaint processes to ensure that the Complaint Resolution Framework is consistently followed by all staff.
5. Recommend improvements to client service, operational policies and procedures underpinning complaint management to ensure processes are aligned to the Complaint Resolution Framework.

### **Selection Criteria**

#### **Essential:**

1. Well-developed knowledge, experience and sound methodology of complaint management and investigative or similar frameworks, standards and processes, including negotiation, mediation, and alternative dispute resolution techniques.
2. Highly developed oral and written skills, with the ability to select the appropriate medium to convey information that may otherwise be used in court or for other legal matters; the ability to synthesis matters.
3. Experience in the provision and management of stakeholder relationships; highly developed client service and interpersonal skills with the ability to interact and manage challenging complainants.
4. Proven ability to maintain confidentiality, exercise discretion, and work in a politically sensitive environment while maintaining high standards of professionalism, ethics, departmental values, and accountability.
5. Ability to take initiative and work independently to achieve high level results and meet changing priorities and deadlines; ability to effectively supervise staff, encourage professional development and create a high performing team.
6. Flexibility and lateral thinking skills to identify innovative options for addressing, solving and reviewing complex matters.
7. Strong ability to interpret and apply complex legislation, standards and policies and provide advice in this regard.
8. Ability to evaluate evidence impartially, providing natural justice to all persons involved, taking into account the varying socio-economic and cultural backgrounds of those involved.

#### **Desirable:**

1. Formal qualifications in relevant discipline e.g. law, investigations, public administration, human services or other.

**Further Information:** The successful applicant will be required to hold a current Working with Children Clearance Notice (Ochre Card) and may be required to travel to remote communities in light aircraft or four-wheel drive.