



# Position Description



## Our Values

We value life  
We make every conversation count  
We will find a better way, today  
We make the complicated simple

Position Title	Senior Manager Client Voice
Position Number	4485
Band / Job Group	Executive Leader - GSERP
Division	<b>Community Relations</b> The Community Relations Division is responsible for engaging with the Victorian Community regarding the Toward Zero road safety strategy. The division also incorporates internal and external communications, research, government relations and policy, service & review, and legal.
Branch	Client Voice
Location	Geelong
Reports To	Head Community Relations
Number of Direct Reports	5
Working with Children	Is a Working with Children check required for this position? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Financial Delegation	\$100k
Job Purpose	To lead and manage the organisation's Client Voice functions including Client Insights, Freedom of Information & Privacy, Records & Information Management, Complaints, and Review, including dispute resolution under the TAC-LIV-ALA Protocols.  Work with internal and external stakeholders to identify systemic risks/trends and contribute to service improvement.  Support the organisation's business plan and enhance the reputation of the TAC.

## KEY ACCOUNTABILITIES

The Client Voice branch purpose is to work directly with, and for, clients to represent their experience and outcomes, resolve their issues, safeguard their privacy and manage information.

This role is required to lead the Client Voice branch to deliver the following outcomes:

- Delivery of the TAC Client Insights Program in accordance with privacy legislation and AMSRS guidelines.
- Administer the internal decision-review process to ensure the provision of a high quality internal dispute resolution service to clients through Informal Review.
- Ensure No Fault Dispute Applications are conducted in accordance with the TAC-LIV-ALA No Fault Dispute Resolution Protocols and Model Litigant Guidelines.
- Administer formal complaints, including continuous improvement of the complaints management framework to ensure key risks are identified and lead to service improvement.
- Provide access to information held by the TAC via application of the Freedom of Information Act, 1982 and other methods, in accordance with statutory requirements.
- Provide expert privacy advice to the business including Privacy Impact Assessments and privacy incident management.
- Provide expertise and advice on how to manage TAC records, as well as overseeing the management, development and training of TRIM Records Manager (RM) electronic document management system.
- Development and oversight of TAC's Information Governance Framework, including the development and implementation of relevant policies, construction of an information asset register, identification and reduction of redundant and/or duplicate information and compliance with Victorian Government WoVG principles
- Management of the library functions, including Quick Links, Subscriptions and research
- Management of the Information and Records Centre, including mail management, courier and postage services, file requests (from ARM), scanning requests, bulk stationary requests, internal mail runs
- Management of contract with Decipha (Management and scanning of all TAC mail, faxes, e-mails and other records and information into Avanti)



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Key responsibility for the business response to high level sensitive Disputes, Reviews and Complaints eg media sensitive issues; scheme sensitive matters; Model Litigant complaints.

Key responsibility as delegated Information Privacy Officer, ensuring TAC is aware of its responsibilities and compliant with relevant legislation.

Provide strategic reporting on relevant matters to Information Security Governance Committee, Claims Governance, Executive and TAC Board.

Actively contribute to the Community Relations Senior Management group, including divisional business planning and communicating and implementing team, divisional and organisational initiatives.

### Organisational Responsibilities

As defined by the Occupational Health and Safety Act 2004 - Victoria employees of TAC are to take reasonable care to ensure their own safety, not place others at risk by any act or omission, follow safe work procedures, report hazards and injuries and cooperate with the employer to meet work health safety obligations.

Role model all TAC Leadership Model capabilities and behaviors; Adapt & Learn, Embrace Accountability, Cultivate Partnerships, Empower Others, Exercise Judgment, Deliver Outcomes, Shape Strategy & Direction and Lead Transformation.

Participate in identification and development of initiatives, risks, changes, recommendations and implementation of appropriate work practices, policies and guidelines to improve efficiency and/or effectiveness of work.

## KEY SELECTION CRITERIA

### Relevant Qualifications, Work Experience & Specialised Knowledge

- Extensive experience in people leadership and stakeholder management
- Leadership experience in client-focused environments such as complaints management, frontline customer service, and market research
- Working knowledge and application of the Transport Accident Act, 1986 with regard to client entitlements
- Working knowledge and application of the TAC's No Fault Dispute Protocol agreement
- Demonstrated understanding of the principles of customer feedback research and its application to drive service improvement
- Tertiary qualifications in a relevant field

### Capabilities

Adapt and Learn: Actively promotes a learning environment for self and others, creating exposure to best practice

Cultivate Partnerships: Draws on and applies a range of influencing and negotiation strategies across the organisation and external stakeholders to get things done and create a foundation for future influence

Deliver Outcomes: Creates a performance driven culture across the organisation by defining and cascading shared goals and stretch targets and monitoring using organisational metrics

Embrace Accountability: Holds self and others accountable for modelling a clear sense of the organisation's values and culture and using these to guide actions and decisions



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**Empower Others:** Champions the benefits of fostering a culture of honest two-way feedback and supports others in building their capability to have constructive, difficult conversations

**Shape Strategy and Direction:** Shapes organisational strategy and frequently draws the connections to organisational initiatives and outcomes

