



Position Description

Complaints Management Officer

Office of Governance and Corporate Affairs

Office of the Vice-Chancellor

Classification	Level 6
Delegation band	Delegations and Authorisations Policy (see Section 3)
Special conditions	Flexibility to work additional hours as required
Workplace agreement	Charles Sturt University Enterprise Agreement
Date last reviewed	August 2021



About Charles Sturt University

Purpose

The Wiradjuri phrase *yindyamarra winhanganha* means the wisdom of respectfully knowing how to live well in a world worth living in. This phrase represents who we are at Charles Sturt University – our ethos. It comes from traditional Indigenous Australian knowledge, but it also speaks to the vision of the university – to develop and spread wisdom to make the world a better place.

Vision

Charles Sturt University is set to undergo a decade of great reform that will see the university characterised by these key elements:

- An uncompromising drive towards excellence in every aspect of its operations
- A far-reaching strategic re-positioning of teaching, learning, research, and innovation
- A cementing of our position as Australia's pre-eminent rural and regional university

The overarching aim is to consolidate our institution so that it is demonstrably more resilient and sustainable by the end of the decade.

Goals

To deliver on our Purpose and Vision, the university has three key goals:

1. Maintain the university's position in the top five Australian universities for graduate outcomes based on employment and salary
2. Embed a culture of excellence across all aspects of the university's operations
3. Exponential growth in research, development, and innovation income in our chosen areas, delivering high impact outcomes for regional Australia

Our values

Charles Sturt has a proud history and is fortunate to have an outstanding group of diverse, passionate, and engaged people working with us. Our values of insightful, inclusive, impactful, and inspiring guide our behaviours and ways of working to help us achieve our ethos of creating a world worth living in.

Performance measures

In addition to the principal responsibilities senior leaders will be required to contribute to the success of the university strategy including meeting the eight key university key performance indicators:

Our Students	Commencing Progress Rate Student Experience
Our Research	Research Income Research Quality and Impact
Our People	All Injury Frequency Rate Engagement
Our Social Responsibility	Underlying Operating Result Community and Partner Sentiment



Office of Governance and Corporate Affairs

The Office of Governance and Corporate Affairs (OGCA) leads the coordination and management of the governance of the University and provides executive support to senior committees of the University, including University Council (and its committees), Academic Senate (and its committees), Faculty Boards, and expert compliance committees that the University is required to convene in accordance with national guidelines and legislation.

The Office of Governance and Corporate Affairs is also responsible for providing strategic and operational advice to the Vice-Chancellor, senior executives and staff of the University in relation to University governance, internal audit, investigations and complaints processes, legislative compliance, legal requirements, and policy and records management.

OGCA supports the University in achieving its strategic objectives through the development of mutually beneficial relationships with the stakeholders it supports.

Administrative support, governance and related advisory services relating to the corporate organisation of the University, such as graduations, elections, University Rules and delegations are also provided by OGCA.

The Office has strategic oversight and/or management of the following functions:

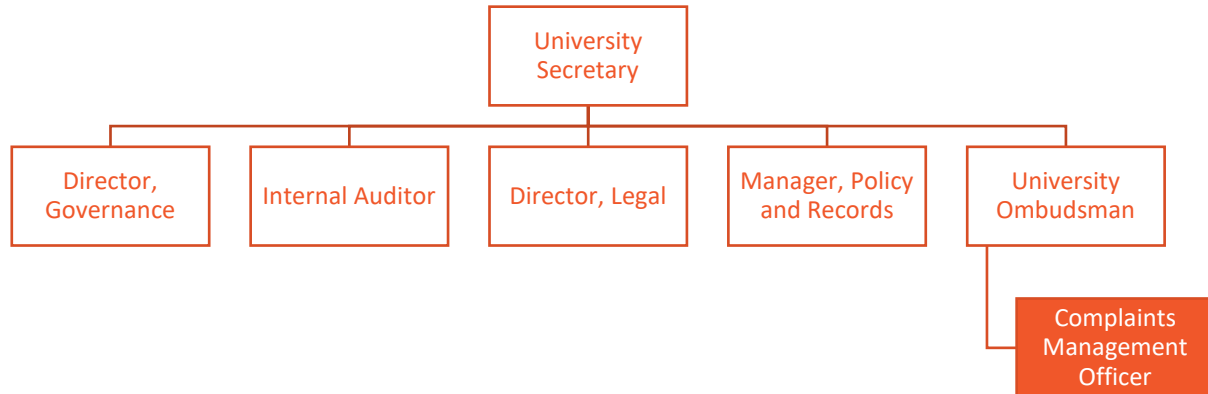
- Governance (corporate, academic and information)
- Internal Audit
- Investigations and complaints
- Legislative compliance
- Legal services
- Policy management
- Records management

The Office has six complementary functions:

- Internal Audit
- Complaints and Grievances Management
- Governance Services
- Policy, Information and Records Management
- Legal Services
- Risk and Compliance



Organisational chart



Reporting relationship

This position reports to: University Ombudsman

This position supervises: N/A

Key working relationships

- University Secretary
- Vice-Chancellor's Leadership Team
- Director, Legal Services
- Office of Student Safety & Wellbeing
- Executive Deans
- Faculty / School staff
- Our students



Position overview

The Complaints Management Officer is a member of the University Ombudsman team within the Office of Governance and Corporate Affairs. The position is responsible for assisting the University Ombudsman in driving a strong and effective complaints management framework that adds value to the governance and operations of the University, as well as meeting all related compliance requirements. The position holder reports directly to the University Ombudsman and is responsible for meeting the agreed performance objectives for the University Ombudsman Complaints Management Officer position and Complaints unit.

The Complaints Management Officer supports the University Ombudsman in ensuring that the University's complaints management processes are compliant with the relevant standards and best practice guidelines, and that confidentiality and discretion is maintained as required. The position works closely with the University Ombudsman to identify opportunities to link complaints, problems or concerns into the quality management framework and to use resolution options as tools for quality improvement.

Principal responsibilities

- Liaise and work collaboratively with key stakeholders (internal and external) to support the Office of Governance and Corporate Affairs and the Ombudsman Portfolio.
- Provide administrative support to the University Ombudsman including assisting in the preparation of regular reporting, complaints management data, and complaint management reports.
- Work with complaints managers and the Ombudsman to facilitate documented responses for complainants and assist to identify opportunities for early resolution.
- Identify systemic issues arising from complaints and make recommendations for consideration by the Ombudsman for the purpose of continuous improvement.
- Work collaboratively with faculties and divisions to identify and track implementation of corrective actions where the University has been found to be at fault or has identified service delivery improvement opportunities during the complaint management process.
- Record keeping for all functions within the Ombudsman portfolio.
- Support the Ombudsman in the creation, scheduling and delivery of complaints management and privacy training presentations.
- Other duties appropriate to the classification as required



Role-specific capabilities

Focus on service	Strive to meet needs and exceed expectations of our students, communities and colleagues (performance focus, quality outcomes, student welfare, equity and conduct).
Take action	Weigh up risks and make prompt decisions, backing ourselves and each other (delivery of strategies, projects).
Present and communicate information	Speak clearly and fluently, express opinions, make presentations, respond to an audience, show credibility.
Write and report	Write clearly, succinctly and correctly, convince through writing, avoid jargon, structure information.
Analyse	Analyse information, probe for clarity, produce solutions, make judgements, think systemically.
Cope with pressure and setbacks	Cope with pressure, keep emotions under control, balance work and personal life, stay optimistic, handle criticism.

Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond your base campus, such as other campuses.
- On occasion drive a university vehicle distances up to 500km per day within the terms of the university's [Driver Safety Guidelines](#)
- Perform in an accurate and timely manner push/pull, reaching, grasping, fine manipulation tasks, including lifting items up to 10kg.



Selection criteria

Applicants are expected to address the selection criteria when applying for this position.

Essential

- A. A relevant degree with at least 2 years of relevant graduate experience; or a range of administrative/investigation coordination experience; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Demonstrated experience in complaints management, including the ability to interact with complainants, be able to identify situations that require the application of discretion and apply this discretion in the handling of confidential / sensitive matters, and analysis of complex issues.
- C. Demonstrated experience in conducting / facilitating investigations, assist the Ombudsman to facilitate the resolution of complaints and identify / apply alternative dispute resolution where required.
- D. Demonstrated experience using MS Suite of products including Dynamics 365, Banner Student Web, UniRecords or the ability to quickly obtain knowledge in use of these systems.
- E. High level communication and negotiation skills, and demonstrated ability to initiate, develop and maintain effective relationships with stakeholders, including students, divisions and faculties.

