



Title	Investigations Officer		
Group	Investigations	Reports to	Investigations Manager
Date Prepared	December 2017		

EWON is the industry based Ombudsman scheme which provides all NSW energy and some water customers with independent, free, informal dispute resolution services. We work towards achieving fair and reasonable complaint outcomes for all parties, provide leading customer service and influence energy and water public policy. We are not a consumer advocate, nor do we represent industry.

Our Purpose

1. Provide high quality, independent advice, information and dispute resolution to NSW energy and water consumers.
2. Use our unique complaints data to enable energy and water providers to improve their customer service, systemically reduce the drivers of complaints and to inform the development of regulations, codes and policy.
3. Engage effectively with NSW consumers, promote our service and the complaints processes of energy and water providers through our community outreach and stakeholder engagement program.

Role Purpose

The role of the Investigations Officer (IO) is to record, investigate and resolve complaints from customers about gas, electricity and some water providers, in line with the regulatory framework and EWON's complaint handling policies and processes.

Key Accountabilities

<ol style="list-style-type: none"> 1. Effective Complaint Management 	<ul style="list-style-type: none"> • Follows the principles of procedural fairness and acts independently, without bias • Adheres to EWON's complaint handling policies and processes, including EWON's Case Handling Manual (CHM) • Records complaints clearly, succinctly and accurately using EWON's case management system • Provides stakeholders with information relevant to their complaint • Decides most appropriate approach and next actions to resolve individual cases, including referrals or review by others • Triage and escalates complaints appropriately in line with triage criteria • Conducts investigations as required • Requests supporting documentation • Ensures regular follow up of complaints in line with EWON CHM • Seeks advice from others in the organisation, where appropriate, to progress complaints • Participates in peer review and prepares appropriately for review meetings with line manager • Prepares written correspondence in line with Plain English principles and the EWON style guide • Escalates all unresolved issues/complaints to the line manager • Identifies complaint and customer feedback trends, flags
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	exceptionally serious, sensitive or systemic complaints to management's attention		
2. Service Excellence	<ul style="list-style-type: none"> Identifies key issues and outcomes sought Understands the perspectives of customers and providers (concerns and needs) Effectively manages customer expectations and provides relevant information Works efficiently and in a highly professional manner to deliver outcomes Manages the referral process for complaints which are outside EWON's jurisdiction, or for which there are appropriate alternative avenues of recourse Ensures alignment with the six Industry CDR Benchmarks - accessibility, independence, fairness, accountability, efficiency and effectiveness. Delivers EWON's quality assurance standards Maintains confidentiality of all customer and provider information 		
3. Alternative Dispute Resolution	<ul style="list-style-type: none"> Manages conflict using alternative dispute resolution practices – with customers, providers and colleagues in line with EWON's policies Manages difficult discussions and sensitive situations with skill, judgment and discretion Manages challenging situations where individuals are distressed or emotionally distraught, experiencing other communication challenges, or where the customer is dissatisfied 		
4. Work Health and Safety	<p>Demonstrates an active commitment to WHS and compliance with legislation:</p> <ul style="list-style-type: none"> Takes reasonable care for their own health and safety Takes reasonable care for the health and safety of others Attends WHS training as required by EWON Complies with any reasonable instructions, policies and procedures given by EWON 		
5. Team Contribution	Displays EWON Values and Behaviours		
	Independence Integrity	One Team Service Excellence	Respect Social Justice
	Planning and Reporting		
	<ul style="list-style-type: none"> Actively contributes to the development and delivery of the team's annual operational plan. Contributes to the team's monthly dashboard and reports. Ensures delivery of KPI targets and achievement plan commitments. 		
	Teamwork		
<ul style="list-style-type: none"> Actively contributes to effective teamwork within own team and across EWON. Displays the EWON values and supporting behaviours. Ensures service excellence processes with a focus on continuous improvement. 			
Organisation Relationships			
<ul style="list-style-type: none"> Fosters good communication and cooperative relationships within EWON. 			
6. Professional Development	<ul style="list-style-type: none"> Maintains and updates required job specific and specialist knowledge Seeks and accepts feedback, coaching and support 		

	<ul style="list-style-type: none"> Actively participates in and completes required EWON training
7. Additional Duties	<ul style="list-style-type: none"> Undertakes other tasks as reasonably requested to support business needs, across the Investigations Team and EWON.

Key Behavioural Competencies

Service Orientation
Analytical
Problem Solving
Drive for results
Relationship building/ Teamwork/ Collaboration
Communication
Planning & Organising work management
Adaptability and Resilience

Key Relationships

Internal	Investigations Managers	Investigations Officers
	Policy & Research Team	Quality Assurance Team
External	All Stakeholders – primarily customers and providers	

Measures of Success

Service Excellence
Consistently delivers high levels of customer service, which meet industry CDR benchmarks
Quality Assurance
Manages cases to meet QA targets for process, required case details and accuracy
Case Resolution Benchmarks
Case files and customer contact actioned within agreed targets
Team Contribution
Actively contributes to the team, being personally responsible, supportive, flexible and helpful

Required Qualifications/Knowledge and Experience

Qualifications		
Essential	Relevant tertiary qualification -TAFE Certificate or above in a relevant field	Desirable Bachelor Degree- dispute resolution, psychology, business or other relevant field
Knowledge & experience		
Essential	Complex customer complaints or Alternative Dispute Resolution (ADR) environment experience	<ul style="list-style-type: none"> Experience working in a complex customer complaints or ADR based environment Proven experience of working within a complaints process and in using a complaints management system Ability to respond to complaints in a technical and complex environment
	Strong communication skills	<ul style="list-style-type: none"> Highly developed written and verbal communication skills The ability to communicate effectively on the phone or in person, to elicit and relay accurate and appropriate information The ability to communicate effectively in writing using Plain English techniques

Desirable	Developed analytical and Problem solving skills	<ul style="list-style-type: none"> • Demonstrated ability to analyse general and technical complaint information • Being able to understand and identify issues quickly • Demonstrated ability to independently assess and generate solutions to a challenging or complex situation
	Personal attributes	<ul style="list-style-type: none"> • Demonstrated ability to work independently • Self-starter, with initiative and high level of resilience • Manages competing workloads and meet deadlines • Positive and flexible
	MS Office skills/computer	<ul style="list-style-type: none"> • Intermediate level for MS Office • High level of key board skills and accuracy
	Diverse community groups experience	<ul style="list-style-type: none"> • Experience with diverse community groups and being able to effectively and sensitively respond to specific needs when communicating with vulnerable and disadvantaged people

About Our Workplace

EWON is strongly committed to maintaining a constructive workplace where people are openly encouraged to express their views and feel safe to speak up if they experience or witness discrimination, bullying or harassment at work.

EWON staff are bound by confidentiality requirements and must sign a confidentiality agreement on commencement of employment, and are to advise of any conflicts of interest in carrying out the role.

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