

<b>Title</b>	<b>Policy &amp; Research Officer</b>		
<b>Group</b>	Governance, Awareness & Policy (GAP)	<b>Reports to</b>	Manager Policy & Research
<b>Date Prepared</b>	July 2020		

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 Policy & Research Officer assists EWON respond to regulatory and industry developments by preparing submissions and reports, and also identifies and proposes strategies for resolution of systemic and topical issues that affect energy and water customers as part of EWON's Systemic Issues Framework. The Policy & Research Officer works closely with the Investigations Group, both to receive information from them and to provide information to them. The position will undertake a variety of policy and research activities with energy and water stakeholders as part of the GAP Group at EWON.

## Key Accountabilities

1. Professional responsibilities	<p><b>Maintain specialist knowledge</b></p> <ul style="list-style-type: none"> <li>• Takes steps to maintain and develop knowledge in specialist areas and records knowledge as a resource for others.</li> </ul> <p><b>Support management decisions and direction of EWON</b></p> <ul style="list-style-type: none"> <li>• Actions are in line with EWON mission, values, charter, annual strategic plan and management decisions.</li> </ul>
2. Research & Emerging Issues	<p><b>Research Management</b></p> <ul style="list-style-type: none"> <li>• Identifies opportunities for and undertakes policy development and research.</li> <li>• Researches policy, legal, regulatory, industry and customer issues that arise from complaints investigation.</li> </ul> <p><b>Systemic and topical issues identification</b></p> <ul style="list-style-type: none"> <li>• Internal monitoring of new and current investigations to identify emerging, topical, systemic, compliance issues.</li> <li>• External monitoring of publications for impact on / relevance to EWON.</li> <li>• Prepares written and oral reports and internal resources on systemic and topical issues.</li> </ul> <p><b>Coordinate participation in policy and research projects</b></p>

	<ul style="list-style-type: none"> <li>Coordinates or participates in EWON and other stakeholder workgroups to deliver project outcomes.</li> </ul>
3. Policy Development & Submissions	<p><b>Ongoing policy development</b></p> <ul style="list-style-type: none"> <li>Reviews and recommends changes to EWON policy positions in response to environmental changes.</li> <li>Engages with internal and external stakeholders about their ideas about policy and its impacts.</li> </ul> <p><b>Develop submissions</b></p> <ul style="list-style-type: none"> <li>Provides timely comment on Government, regulatory and industry policy changes.</li> </ul>
4. Information management	<ul style="list-style-type: none"> <li>Maintains and updates relevant information in EWON projects database.</li> <li>Liaises with EWON's Investigations to identify and develop responses to systemic and topical issues.</li> <li>Contributes to the Investigations content on EWON's intranet and develops other investigations resources and briefings as needed.</li> <li>Ensures EWON staff is kept up to date with industry and regulatory developments and policy changes.</li> </ul>
5. Systemic Issues Management	<ul style="list-style-type: none"> <li>Reviews information provided by other areas in EWON to determine the nature of an issue and whether or not it raises systemic issues.</li> <li>Uses quantitative and qualitative analysis to generate meaningful reports regarding systemic and other important issues.</li> <li>Works with relevant internal stakeholders, including the Ombudsman, to generate recommendations and feedback to member providers and other stakeholders to encourage resolution of issues and remedial action to prevent future complaints.</li> <li>Develops and implements tools for assessing the impact of systemic issue interventions.</li> <li>Supports the implementation of EWON's Systemic Issues Framework and associated internal documentation and processes.</li> </ul>
6. Stakeholder Relations Management	<p><b>Engage with stakeholders</b></p> <ul style="list-style-type: none"> <li>Establishes and maintains open lines of communication with relevant government, regulator, consumer organisations, other ombudsman and provider contacts.</li> <li>Represents EWON at stakeholder meetings as required.</li> <li>Contributes to reports that EWON provides to external stakeholders.</li> </ul>
7. Group participation	<p><b>Professional development</b></p> <ul style="list-style-type: none"> <li>Seeks and accepts feedback, coaching and support as provided by Manager of Policy &amp; Research</li> <li>Participates in training opportunities</li> </ul> <p><b>Promote good working relationships</b></p> <ul style="list-style-type: none"> <li>Fosters good communication and cooperative relationships within Policy &amp; Research group and across EWON's other groups</li> </ul>
8. Work Health and Safety	<p>Demonstrates an active commitment to WHS and compliance with legislation:</p> <ul style="list-style-type: none"> <li>Takes reasonable care for their own health and safety</li> <li>Takes reasonable care for the health and safety of others</li> <li>Attends WHS training as required by EWON</li> </ul>

	<ul style="list-style-type: none"> <li>Complies with any reasonable instructions, policies and procedures given by EWON</li> </ul>		
9. Team Contribution	<b>Displays EWON Values and Behaviours</b>		
	Independence	One Team	Respect
	Integrity	Service Excellence	Social Justice
	<b>Planning and Reporting</b>		
	<ul style="list-style-type: none"> <li>Actively contributes to the development and delivery of the team's annual operational plan.</li> <li>Contributes to the team's monthly dashboard and reports.</li> <li>Ensures delivery of KPI targets and achievement plan commitments.</li> </ul>		
<b>Teamwork</b>			
<ul style="list-style-type: none"> <li>Actively contributes to effective teamwork within own team and across EWON.</li> <li>Displays the EWON values and supporting behaviours.</li> <li>Ensures service excellence processes with a focus on continuous improvement.</li> </ul>			
<b>Organisation Relationships</b>			
<ul style="list-style-type: none"> <li>Fosters good communication and cooperative relationships within EWON.</li> </ul>			
Additional Duties	Undertake other tasks as reasonably required and/or requested.		

## Key Behavioural Competencies

Written communication
High energy levels
Initiative
Teamwork
Planning and Organising
Attention to detail
Problem Solving
Information Monitoring

## Key Relationships

Internal	Ombudsman	Management Team
	Governance team	Investigations Managers and Investigations Officers
	Quality Team	Data and Support Analyst
External	Regulatory bodies	Industry bodies
	Government agencies	Consumer groups
	Other ombudsman	

## Measures of Success

1. On time delivery of insightful and impactful submissions
2. Key systemic issues highlighted using an evidence based approach
3. Provision of research findings on current and emerging issues
4. On time reporting which is accurate and fact based

5. Building knowledge and understanding of staff and key stakeholders on key issues and impact of industry changes

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

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.

## Other Selection Requirements

Essential knowledge and experience	
Submission Development	Excellent research and report writing skills including experience preparing submissions or similar
Policy Development	Experienced in developing clear and consistent policies and procedures in a relevant policy field, preferably involving regulation and legislative review
Energy and Water Sector	Familiar with current trends and stakeholders in the energy and water sectors
Time Management	Highly developed time management skills with the ability to prioritise work and achieve deadlines
Teamwork/Initiative	Ability to work with limited supervision and as part of a team
Knowledge Management	Experience in managing, updating & sharing industry and regulatory developments across teams using multiple communication tools
Technical Skills	
IT Technical Skills	Sound Microsoft Office skills and familiarity with databases and statistical analysis
Analysis	Experienced in gathering, analysis and interpretation of complex information, with high standard of attention to detail. Experienced in establishing rigorous proof reading and data integrity processes
Written Skills	Excellent written communication skills, including the ability to write to different audiences, draft public submissions and reports
Desirable	
General Industry Experience	Experience in an Ombudsman, social policy or legal environment, or alternative dispute resolution environment
Education	Degree in relevant field
Research Skills	Experienced in developing research proposals and conducting research activities