

POSITION DESCRIPTION

Position title: Senior Systemic Issues Officer
Location: Adelaide
Reporting to: Chief Operating Officer

Position Responsibilities

The Senior Systemic Issues Officer is responsible for the day-to-day coordination and delivery of the Company's systemic issues function through high-quality analysis, reporting, record keeping and stakeholder engagement.

The role identifies, assesses, documents, monitors and reports potential and confirmed systemic issues arising from complaints, case management data, member information and other relevant sources. It supports the timely and proportionate resolution and escalation of systemic issues and provides clear advice and reporting to management, the Board, members and regulators.

A central part of the role is managing relationships with members while progressing systemic issues. The Senior Systemic Issues Officer is expected to raise concerns clearly and independently, seek appropriate information and remediation, and maintain constructive, professional and cooperative relationships with members. Sound judgement and proportionality in member engagement are essential.

This is a hands-on specialist role requiring experience in complaints, dispute resolution, systemic issues or a regulatory or ombudsman environment. The role requires sound judgement, evidence-based analysis, clear written communication, attention to detail, professionalism and follow-through.

Duties and Responsibilities

Systemic Issues Identification, Assessment and Reporting

- Hold day-to-day responsibility for identifying, assessing, documenting, monitoring and reporting potential and confirmed systemic issues, keeping the Chief Operating Officer appropriately informed of material matters.
- Maintain and apply the Company's systemic issues framework, including processes for identification, assessment, classification, member engagement, escalation, remediation tracking, reporting and closure.
- Monitor and analyse complaint and case management information to identify recurring issues, emerging risks, complaint trends, possible root causes and potential impacts on consumers.
- Engage with Dispute Resolution Officers, managers and other relevant staff to capture frontline information and test potential systemic issue themes.
- Undertake evidence-based assessment of potential systemic issues, clearly distinguishing systemic matters from individual complaint issues and identifying where further information is genuinely required.
- Prepare clear recommendations for the Chief Operating Officer on systemic classification, member action, remediation, escalation and any proposed reporting to regulators.
- Prepare high-quality systemic issues assessments, correspondence and reports for management, the Board, members, regulators and other approved audiences.

- Maintain the Systemic Issues Register to a high standard of accuracy, timeliness and completeness, including actions, member responses, remediation and closure outcomes.
- Monitor agreed member actions and remediation to ensure systemic issues are progressed and closed in a timely and proportionate way.
- Prepare regular systemic issues reporting and insights for management and the Board, and public-facing reporting where approved.

Member and Stakeholder Engagement

- Engage constructively with members to clarify potential systemic issues, seek relevant information, understand root causes and remediation, and progress matters towards resolution.
- Manage member interactions in a way that preserves EWOSA's independence and consumer focus while maintaining professional, cooperative and productive working relationships with members.
- Use sound judgement and proportionality when requesting information or action from members, focusing on what is necessary to assess and resolve the systemic issue.
- Take account of member remediation, self-reporting and relevant regulator activity when determining what further action by EWOSA is necessary, avoiding unnecessary duplication where appropriate.
- Work closely with the Relationships Manager and relevant operational managers to ensure systemic issues engagement is consistent with EWOSA's broader approach to member relationships.
- Keep the Chief Operating Officer appropriately informed before material external engagement, escalation or proposed regulator referrals, with the CEO/Ombudsman involved as appropriate.
- Liaise with regulators, other Ombudsman schemes, consumer stakeholders and other external parties as directed in relation to systemic issues.
- Represent the Company in relevant working groups, consultations or stakeholder discussions as directed.

Other Duties

In addition to normal duties, the Senior Systemic Issues Officer may be required to undertake duties appropriate to the position as may be assigned by the Ombudsman, and must:

- take reasonable care of their own health and safety while at work and that of others who may be affected by their actions or omissions
- comply with any reasonable instruction given by the Person Conducting a Business or Undertaking ("PCBU") to allow the PCBU to comply with Work Health and Safety laws, and
- co-operate and comply with all Company policies, directives, procedures and guidelines.

Performance Evaluation

Performance will be measured based on:

- Quality, accuracy, timeliness and usefulness of systemic issues assessments, recommendations, reports and correspondence.
- Sound judgement in distinguishing systemic issues from individual complaint matters and defining the appropriate scope of enquiries.
- Quality of evidence-based analysis, including identification of root causes, consumer impacts, regulatory considerations and appropriate next steps.
- Proportionate use of member information requests, escalation and regulator reporting, including recognition of remediation and existing regulatory activity.

- Accuracy, timeliness and completeness of the Systemic Issues Register and follow-through on open matters, remediation and closure.
- Quality control of member, regulator, Board and public-facing material, including accuracy of facts, regulatory references and final documents submitted for approval.
- Effectiveness in maintaining constructive and credible relationships with members while appropriately progressing systemic concerns and protecting EWOSA's independence.
- Effective collaboration with Dispute Resolution Officers, managers and other staff in identifying and assessing potential systemic issues.
- Quality and usefulness of systemic issues reporting to management and the Board.
- Achievement of KPIs set by the Company.

Skills and Experience

Essential

- Demonstrated experience in systemic issues, dispute resolution, complaints handling, regulatory, utilities, financial services or ombudsman environments.
- Ability to identify potential systemic issues and trends, undertake root cause analysis and distinguish broader issues from individual complaint matters.
- Strong analytical skills, including the ability to assess evidence, complaint and case data, regulatory requirements and consumer impacts.
- High-level written communication skills, including clear and accurate assessments, briefs, recommendations and correspondence for executive, member, regulator and Board audiences.
- Strong attention to detail and the ability to quality-check factual, regulatory and member-specific information before documents are submitted for approval or issued externally.
- Strong stakeholder and relationship management skills, including the ability to raise and pursue sensitive concerns with members in a constructive, professional and proportionate way.
- Sound judgement, discretion and professionalism when dealing with sensitive issues, member conduct, consumer impacts, regulatory matters and reputational risks.
- Ability to interpret and apply legislation, rules, codes, policies or regulatory guidance relevant to systemic issues and complaint handling.
- Strong understanding of fair, accessible, independent and effective dispute resolution practice.
- Excellent organisational and time management skills, with the ability to manage multiple matters and deliver timely, high-quality outcomes.
- Ability to work independently while keeping the Chief Operating Officer appropriately informed on material issues, risks and stakeholder matters.

Preferred

- Tertiary qualifications in business, law, public policy, dispute resolution, governance, regulation or a related discipline.
- Experience working in or with an external dispute resolution scheme, Ombudsman scheme, regulator, utilities sector or financial services complaints environment.
- Knowledge of the energy and water regulatory environment and relevant consumer protection frameworks.
- Experience preparing material for senior management, Boards, regulators or equivalent oversight bodies.
- Experience using complaint, case management or business intelligence data to identify patterns, trends and systemic risks.