

POSITION DESCRIPTION

Position title: Operations Team Leader
Location: Adelaide
Reporting to: Manager Resolutions

Position Responsibilities

The Operations Team Leader provides exemplary operational leadership and advanced complaint-handling expertise within the Dispute Resolution team. The position requires a highly skilled dispute resolution professional with strong energy and/or water industry experience in an operating environment with a proven track record in leading high performing teams, managing complex energy and/or water investigations, mentoring teams, and upholding the highest standards of quality and integrity in complaint handling. The Operations Team Leader operates under the strategic direction of the Manager Resolutions and is responsible for day-to-day operational coordination of the team.

The role is responsible for the real-time management of the Resolutions team, case reviews (including internal reviews) and day-to-day mentoring and coaching for DROs. The Resolutions Team Leader works collaboratively with the Training & Coaching Officer to provide end-to-end capability support across the team.

The Resolutions Team Leader also deputises for the Manager Resolutions during absences, ensuring continuity of leadership and operational resilience.

Duties and Responsibilities

Operational Leadership

- Provide day-to-day operational leadership for the Resolutions team by actively managing DRO workflows, inputs and outputs including inbound queue monitoring, case allocations, and roster oversight.
- Ensure workloads are balanced across DROs to meet timeliness and quality expectations.
- Act as the first case escalation point for DROs providing authoritative real-time advice and resolution strategies.
- Monitor team performance daily against agreed indicators (timeliness, complexity, backlog, service levels), proactively addressing risks, identifying emerging issues, and escalating significant operational, performance or conduct matters to the Manager Resolutions for direction and decision.
- Ensure that DROs consistently apply EWOSA's policies and guiding principles, Alternative Dispute Resolution (ADR), and complaint-handling procedures.

Coaching & Mentoring

- Provide day-to-day mentoring and coaching of DROs reinforcing best practice, encouraging professional growth, and building confidence in decision-making.
- Be available to DROs as a subject matter expert.
- Responsible for the coaching and mentoring of DROs
- Design and deliver training in investigation techniques and advanced resolution methods, including complaint analysis, negotiation, conciliation, and decision writing.
- Partner with the Training & Coaching Officer to ensure complementary focus and seamless coverage across the Resolutions team.
- Mentor DROs seeking progression from intake/early resolution to investigation-level responsibilities, supporting career development pathways.

- Act as the first point of escalation for internally escalated customer complaints and provide coaching to the DRO as required.

Case Reviews

- Conduct Internal Reviews as directed by the Manager Resolutions ensuring independence, thoroughness, and fairness in all assessments.
- Conduct detailed reviews of open and closed investigations and complex complaint files, ensuring cases are managed to the highest quality standards and that outcomes are robust, consistent, and defensible.
- Provide structured and constructive feedback to DROs following case reviews, documenting guidance, and ensuring continuous improvement.
- Identify training gaps and performance issues from cases reviews to the Manager Resolutions.
- Identify recurring themes from case reviews and integrate findings into coaching, training, and team development, while escalating broader patterns to the Manager Resolutions.

Collaboration

- Work closely with the Manager Resolutions to align operational leadership with strategic objectives, ensuring the team consistently meets performance and service expectations.
- Collaborate with the Training & Coaching Officer to deliver end-to-end capability uplift across intake, early resolution, and investigation pathways.
- Assist the Training & Coaching Officer to
- Share frontline insights with the Business Insights & Improvement Officer to assist with systemic issue analysis and reporting.
- Work closely with the Manager Resolutions to address identified issues within the Resolutions team.
- Liaise with members and customers as directed in relation to complex complaints, supporting clear communication and resolution.
- Build strong working relationships across the Resolutions team, fostering a collaborative, high-performing, and supportive team culture.

Deputising

- Act as deputy for the Manager Resolutions during absences, ensuring continuity of leadership, case oversight, operational decision-making, and staff support within delegated authority and consistent with the strategic direction set by the Manager Resolutions.
- Provide assurance to management that the Resolutions function is operating smoothly and to expected standards at all times.

Other Duties

In addition to normal duties, the Resolutions Team Leader 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:

- Effectiveness of real-time management and support for DROs.
- Quality and timeliness of case reviews (complex and internal).
- Delivery and impact of investigation-level coaching and mentoring.
- Collaboration with the TCO to provide consistent, end-to-end capability development.
- Contribution of frontline insights to systemic issue analysis (via BIIO).
- Continuity of leadership when deputising for Manager Resolutions.
- Achievement of KPIs set by the Company.
- The role will be evaluated not only on meeting operational standards, but also on demonstrating high standards of quality, team support, and operational leadership.

Skills and Experience

Essential

- Tertiary qualifications in law, business, conflict resolution, or related fields.
- Strong knowledge of laws and regulations as they relate to the retailing and distribution of energy and water.
- Achievement of performance metrics and continuous improvement abilities
- Training or certification in mediation, conciliation, or Alternative Dispute Resolution practices.
- Extensive and proven experience in dispute resolution and complaint handling, with particular strength in complex investigations and high-stakes cases.
- Experience in a supervisory or leadership role in a dispute resolution environment.
- Expert knowledge and application of Alternative Dispute Resolution principles, investigation techniques, and regulatory obligations in a complaint-handling environment.
- Proven track record of leading investigations, conducting rigorous case reviews, and ensuring robust, defensible outcomes under scrutiny.
- Significant experience in coaching, mentoring, and building the capability of professional staff, with demonstrated impact on team performance.
- Excellent interpersonal and communication skills, with ability to support DROs and engage with members/consumers on escalated matters.
- Strong organisational and time management skills, with ability to manage competing priorities.

Preferred

- Strong energy and/or water industry experience
- Knowledge of systemic issues frameworks and their link to complaint handling.