

## Investigative and Administrative Officer

Position Detail			
<b>Reports To</b>	Senior Advisor - Unit Manager	<b>Group</b>	Aircraft Noise Ombudsman's office
<b>Classification</b>	ASA5 full time or part-time (0.6 FTE minimum)	<b>Location</b>	Canberra
<b>Reports – Direct Total</b>	None		

### Organisational Environment

The Aircraft Noise Ombudsman (ANO) was established to provide an independent complaints and review mechanism for Airservices and for the Department of Defence that operates military aircraft. The ANO provides independent, confidential reviews of how Airservices or Defence have handled aircraft noise complaints and inquiries, how Airservices or Defence have consulted communities about recent changes in aircraft noise and how aircraft noise information is presented by Airservices or Defence.

### Primary Purpose of Position

As an Investigative and Administrative Officer in the ANO, you will make a contribution towards the review of approaches used by Airservices and Defence to manage responses to aircraft noise, handle complaints, and consult with and provide information to the community.

Reporting directly to the Senior Advisor – Unit Manager, you will contribute to effective and balanced investigation and review of administrative actions, including decision-making and complaints handling, to promote best practice and high standards in aircraft noise management. You will participate in and support the Ombudsman's direct engagement and consultation with the community. As a core part of your role, you will make a substantial contribution to the effective operation of the office by managing a range of liaison, coordination, administrative and organisational tasks, including managing records, financial responsibilities and reporting.

You will need to exercise sound judgment and be highly responsive in acting on and responding to complaints and enquiries. You will show a high level of initiative and have the ability to balance competing tasks. In engaging with stakeholders outside the ANO, you will demonstrate professionalism and integrity.

## Accountabilities and Responsibilities

### Position Specific

- Receive and register complaints and enquiries, undertaking an assessment of each matter to determine eligibility for review by the ANO.
- Using online databases, undertake background research in response to individual complaints to determine the way in which complaints have been handled.
- Review administrative actions relating to the handling of more straightforward enquiries and complaints about aircraft noise that have been received by Airservices and Defence, and contribute to the review of more complex cases or investigations.
- Assist with investigations and research as directed by the Unit Manager.
- Perform data entry and record-keeping for all complaints and other ANO correspondence
- Conduct quality assurance reviews of closed complaints and follow up issues when identified
- Coordinate required corporate reporting on behalf of the ANO for submission to the Airservices Board and the Chief of Air Force
- Provide advice to senior staff on trends, systemic issues, and issues of concern, as well as the results of the assessment and analysis of information holdings
- Assist in peer reviews of responses to complaints that have been completed by other ANO staff
- Participate in and support the ANO's community communication and information dissemination activities
- Contribute to strategic reviews into aspects of aircraft noise management
- Analyse and report on data to identify trends and to assist with the production of the ANO office's monthly, quarterly and annual reports
- Provide ongoing operational support for the ANO Complaint Management System in line with relevant policy and frameworks
- Undertake records management for the ANO and maintain and update information on the ANO website, with guidance from the Unit Manager
- Monitor and manage payment of office invoices
- Implement effective administrative systems and procedures to support the day-to-day operations of the ANO office, including:
  - Maintain the diary for the Ombudsman
  - Prepare briefs, presentations and supporting materials for external meetings
  - Schedule travel and make travel and accommodation bookings
  - Prepare and reconcile invoices and prepare end of month reconciliations for accommodation, travel and other incurred expenses
  - Maintain office infrastructure such as printer/photocopiers and telephones and purchase stationery and other office/kitchen supplies
  - Contribute to responses to FOI requests received by the ANO.

## People

- Maintain an effective working relationship with other staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Work co-operatively with internal and external stakeholders, represent the needs of the work area and influence where required
- Respond to difficult complainants in an effective way

## Compliance, Systems and Reporting

- Assist the Ombudsman to exercise the powers and duties of the ANO in line with its jurisdiction and with independence and integrity
- Manage complaints in line with good complaints handling principles
- Provide transparent information about how complaints are handled
- Protect the privacy of information as far as possible

## Safety

- Demonstrate safety behaviours consistent with enterprise strategies
- Support other staff where the conduct of complainants is affecting their wellbeing
- Maintain responsibility for the health and safety of all project stakeholders, where applicable.

## Key Performance Indicators

### Efficient, Effective and Accountable

- Seek regular feedback on own performance
- Provide high quality, timely, and targeted information, research and reports
- Ensure that complaints and correspondence records are accurate and up-to-date
- Ensure that ANO staff are provided with required resources and high quality administrative support within agreed timeframes
- Ensure that financial transactions and records are completed in accordance with designated policies and procedures
- Monitor the performance of the office against key performance indicators, regularly review the systems used and develop improved business processes where needed to effect improvement.

### Safety

- Compliance with safety, risk, environmental and any other standards.

## Key Relationships

- Aircraft Noise Ombudsman and all ANO staff
- Airservices Complaints Handling team
- Contacts in the Department of Defence, the Civil Aviation Safety Authority and the Department of Infrastructure
- Communities and individuals affected by aircraft noise
- Community aviation forums and consultation groups

## Skills, Competencies and Qualifications

### Qualifications

- *None required*

### Skills and Knowledge

- An understanding of complaints handling processes is desirable
- Experience and knowledge of the aviation industry is desirable
- Experience with website editing and maintenance using WordPress or similar is desirable
- Substantial experience providing effective administrative and business support services
- The capability to undertake basic data analysis and to analyse and report on trends, including using Microsoft Excel to produce standard graphs and charts for quarterly and annual reporting.
- Well-developed written and oral communication skills, including the capability to adapt style to suit the requirements of the task.

### Competencies

- Working with people, including: demonstrates an interest in and understanding of others; adapts to the team and builds team spirit; recognises and rewards the contribution of others; listens, consults others and communicates proactively; supports and cares for others; and develops and openly communicates self-insight.
- Delivering results and meeting expectations, including: sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; and consistently achieves project goals.
- Adhering to principles and values, including: upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities; and encourages organisational and individual responsibility towards the community and environment.
- Relating and networking, including: establishes good relationships with customers and staff; builds wide and effective networks of contacts inside and outside the organisation; relates well to people at all levels; manages conflict; uses humour appropriately to enhance relationships.
- Writing and reporting, including: writes clearly, succinctly and correctly; writes convincingly in an engaging and expressive manner; avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way; structures information to meet the needs and understanding of the intended audience.

- Analysing, including: analyses numerical data, verbal data and all other sources of information; breaks information into component parts, patterns and relationships; probes for further information or greater understanding of a problem; makes rational judgements from the available information and analysis; produces workable solutions to a range of problems; demonstrates an understanding of how one issue may be part of a much larger system.
- Planning and organising, including: sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; manages time effectively; identifies and organises resources needed to accomplish tasks; monitors performance against deadlines and milestones.
- Achieving own work goals and objectives, including: accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; identifies development strategies needed to achieve career goals and makes use of developmental or training opportunities; seeks progression to roles of increased responsibility and influence.
- Demonstrated ability to deliver work on time in an environment where workload peaks and troughs are commonplace

## Performance Standards and Behaviours

As a member of the ANO, you will consistently demonstrate performance standards and behaviours that meet the Code of Conduct. This includes:

- Treating everyone with dignity, respect and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with applicable Australian laws
- Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest
- Behaving in a way that upholds the vision, mission and values, and promotes the good reputation, of the ANO.