

Position Description

Conciliation and Investigation Team Manager

Reports to Deputy Commissioner

Background

Utilities Disputes is a not-for-profit organisation, providing dispute resolution and other related services to the utilities sector.

We investigate and facilitate the resolution of complaints about members in a timely and cost-effective manner, while pro-actively working to minimise complaints through our research and education services. In achieving that we will ensure we are:

- Accessible
- Independent
- Fair
- Accountable
- Efficient
- Effective

Our office consists of a focused team who work together in a supportive environment.

UDL welcomes and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities, and religions.

The Conciliation and Investigation Team Manager (Manager) must apply the principle of independence to all aspects of their work. They must be committed to the health and safety of UDL staff and communicate in plain English.

Purpose of role

The purpose of the Manager role is to be responsible for the day-to-day management and development of a team of conciliators and investigators. The Manager ensures complaints are resolved to the highest quality standards, through the effective use of alternative dispute resolution techniques. In addition to managing a small caseload of their own, they provide expert advice on resolving complaints to the Commissioner and Deputy Commissioner. The Manager role also contributes to the broader achievement of the Utilities Disputes strategic and business plans.

Person specification

- A relevant tertiary qualification

Professional skills

- Effective leader with the ability to successfully build and lead a team
- Experience in developing and coaching high-performance teams
- Alternative dispute resolution experience
- Demonstrates critical legal thinking and analysis
- Demonstrates independence (both actual and perceived)
- Excellent written and oral communication
- Ability to analyse and interpret technical information
- Research, analysis and problem solving
- Applies the principles of natural justice
- Analyses arguments effectively
- Demonstrates consistent use of plain English
- Effective negotiator
- Build on our evolution and strengthening of Treaty of Waitangi competency and ensure relevant tikanga and culturally responsive principles are incorporated into our processes and conciliation practices

Interpersonal skills

- Applies judgement and procedural fairness
- Decisive; makes well informed, robust decisions
- Effective communicator, both oral and written communications
- Builds effective, professional relationships with stakeholders
- Effective delegator
- Develops team members
- Collaborates with colleagues
- Focus on continuous improvement
- Active listener
- Asks effective questions
- Demonstrates and encourages reflective practice
- Demonstrates a willingness and ability to deliver difficult messages
- Adaptable, flexible, open-minded, receptive to new ideas
- Resilient

Responsibilities

The principal responsibilities of the Manager are summarised below.

Leadership and team management

- Provide leadership, day-to-day management and support for a team of conciliators and investigators
- Models the use of alternative dispute resolution techniques to resolve complaints
- Identify, implement and support the learning and development needs of team members
- Ensure team members receive sufficient training in relation to schemes, process, organisational and industry knowledge
- Ensure team members maintain complete and accurate records of complaints and interactions with parties in the complaint management database
- Perform monthly file review meetings and conduct regular performance development discussions with team members
- Seek and apply opportunities to stretch personal ability and expand knowledge

Caseload (own and teams)

- Consider and respond to challenges from members on complaints at deadlock
- Manage the allocation of cases to team members to ensure the most effective and efficient distribution of caseloads
- Provide advice to the Commissioner and Deputy Commissioner on complex, difficult and sensitive cases
- Monitor individual case progression and initiate escalation and review by the Commissioner and Deputy Commissioner
- Undertake case investigations, including more complex cases, including:
 - Handling initial enquiries from the public regarding the complaints process and providing accurate advice where required
 - Facilitating the resolution of complaints using a range of dispute resolution strategies including conciliation, mediation and investigation
 - Where complaints cannot be resolved by agreement, preparing draft decisions for the Commissioner's review
 - Demonstrating independence and applying the rules of natural justice when resolving complaints
 - Complying with the schemes, the Commissioner's requirements and best practice complaint handling processes
 - Investigate complaints about our processes and report findings

Operations management

- Monitor the quality of case management within team, ensuring the agreed quality standards and competencies are adhered to, consistency is maintained, and schemes' requirements are met
- Provide advice to the Commissioner, Deputy Commissioner and senior management staff on the development of the operational and case management functions
- Proactively identify opportunities for improving the complaints handling process and support the implementation of agreed changes
- Provide advice to the Commissioner and Deputy Commissioner on jurisdiction issues that may arise during the complaints handling process

Organisational leadership

- Support the Commissioner, Deputy Commissioner and senior management staff in leading, developing and implementing the Utilities Disputes business plan to support the achievement of performance standards and objectives of the schemes
- Models the techniques and proactively promotes a culture of alternative dispute resolution
- Openly demonstrates the organisations values to ensure they are embedded in the culture
- Act as the contact liaison for members in relation to complaint, compliance and systemic issue reporting
- Maintain effective relationships with member companies
- Participate in industry forums and visits
- Recognise and report opportunities to promote awareness of the organisation

Human resources

- Assist and provide advice to the Commissioner, Deputy Commissioner and senior management staff during the recruitment process for the Conciliation and Investigation team
- Identify, implement and manage the agreed performance management process
- Support Health and Safety awareness, mitigate hazards and incident reporting
- Other tasks as required

Direct reports

Conciliation and Investigation team

Budgetary and delegated authority

The position holder may from time to time have delegated budgetary authority, if and when allocated by the Commissioner.

Position competency	Performance measure
Leadership/Team management	<p>Provides effective leadership to team members, models good leadership within the office and identifies ways to develop the schemes' wider leadership role in dispute resolution across the industry.</p> <p>Supervises staff and coordinates efforts of the Operations team to meet the objectives of Utilities Disputes.</p> <p>Ensures performance management processes are followed in an effective and efficient manner.</p> <p>Evidence of meeting Utilities Disputes agreed performance standards.</p> <p>Prioritises work according to different and often conflicting demands.</p>
Alternative Dispute Resolution (ADR)	<p>Demonstrated ability in the effective use of alternative dispute resolution, to deal with complaints.</p> <p>Embeds an ADR approach to all aspects of their own work and that of the team.</p>
Strategic thinking	<p>Identifies issues and opportunities and develops strategies that benefit the schemes.</p> <p>Contributes to the efficient and effective performance of the schemes as evidenced in advice to the Commissioner and Deputy Commissioner.</p>
Action orientated	<p>Pursues work with energy and accuracy.</p> <p>Translates strategic thinking into operational planning, development and delivery.</p> <p>Evidence of meeting Utilities Disputes' KPIs and other performance standards.</p>
Delivery and detail focused	<p>Delivers accurately and in a timely manner to a high professional standard. Has an eye for detail, both numeric and written.</p> <p>Evidence of positive feedback from the Commissioner and Deputy Commissioner about the quality of complaint investigation and standard of writing.</p> <p>Evidence of writing standard being satisfied.</p>
Expert knowledge	<p>Effectively manages interactions between all parties with clear, accurate and alternative dispute resolution focused communication.</p>

	<p>Identifies the key issues and gathers relevant information to support the resolution of a complaint.</p> <p>Evidence of rapport building with parties, supporting the achievement of complaint resolution, while demonstrating independence.</p>
Relationship building	<p>Builds and manages effective relationships with member companies and other key stakeholders.</p> <p>Evidence of positive relationships through feedback from members and other stakeholders.</p> <p>Evidence of tangible outcomes and results from those relationships.</p> <p>Maintaining the values and ethics of Utilities Disputes through feedback from those engaged in a relationship with Utilities Disputes.</p>
Results focused	Achieves the schemes' performance standards set in accordance with the annual business plan.
Industry focused	Demonstrates knowledge of the various sectors, understanding of current issues and identifies potential future issues.
Focus on continuous improvement	Continually seeks to identify ways to improve oneself, develop members of staff and complaint handling processes and procedures.
Staff engagement	Engages the team with the purpose, values and performance standards of the schemes.
Personal effectiveness	Effectively plans, prioritises and manages own time and work.
Innovation and creativity	<p>Thinks laterally and creatively to identify and develop innovative solutions that meet the needs of various stakeholders.</p> <p>Initiate and support new approaches to ways of working and ensure follow up and evaluation.</p>
Risk/reputation awareness	Effectively identifies and manages risks to the schemes.