

# Job Description

12 August 25



## JOB TITLE

# Manager, SBS Ombudsman's Office

Reports to: SBS Ombudsman

Direct reports to this position: Nil

### SBS Values, Vision and Purpose

*The Manager, SBS Ombudsman's Office is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures and practices. At SBS, we expect you to be audience obsessed, be bold and brave, embrace difference, participate fully and ensure that we look out for one another. We are all working together to fulfil SBS's purpose and create a more cohesive society.*

### Role Purpose

*You will manage the functions of the SBS Ombudsman office, ensuring workflows, undertaking research, drafting documentation, maintaining the database, and nurturing relationships with a range of stakeholders to ensure the smooth function of the SBS Code complaint system. You will support the independent and impartial investigations undertaken by the Office of the SBS Ombudsman, gathering submissions, drafting and undertaking research activities as directed.*



## **Main Responsibilities**

### ***Main tasks of the role***

- Assist the SBS Ombudsman with the confidential investigation of Code complaints about SBS programs through the gathering of material, providing relevant research and preparing documents, as directed.
- Proofread correspondence from the office and ensure all correspondence with complainants is accurate, clear and consistent.
- Assist with the preparation of reporting, including the preparation of graphs and analysis of data.
- Manage the functions of the SBS Ombudsman's office, including the SBS Code complaints process.
- Be the key point of contact for the SBS Ombudsman's office for internal and external stakeholders.
- Make recommendations about the management of complaints and process improvement.
- Manage all database functions of the SBS Ombudsman's office including the maintenance of an effective digital filing and retrieval system.
- Liaise across all relevant divisions of SBS to support the work of the SBS Ombudsman.
- Contribute to effective training on Code complaints handling across the organisation, as required.

### ***Minimum requirements of the role***

- Demonstrated skills in research into content, regulatory and classification matters and providing advice on those issues.
- Established experience in preparing written material, including investigations and reports with data analysis and graphs.
- Journalism, media or legal background is preferred.
- Advanced English communication, writing and proofreading skills.
- Strong stakeholder management skills, including the ability to confidently and confidentially deal with stakeholders at all levels
- Excellent attention to detail.
- Ability to effectively and efficiently manage internal workflows and ensure deadlines are met with minimal supervision
- Experience with Zendesk preferred but not essential
- Aptitude for working in a small team on confidential matters involving content reflecting a range of classifications, subject matter, tastes and opinions.
- As an SBS team member, demonstrate a positive and enthusiastic understanding of SBS's purpose and values and a commitment to an inclusive, fair and diverse workplace.

### ***Key relationships with other roles and external stakeholders***

- Complainants/SBS audiences
- Corporate Affairs Division, including the Codes and Guidelines team
- Content divisions, including the Classifications team
- Audience Relations team



Key Capability		
Capability	Level	Behaviour
<u>Customer Focus</u>	Function	<ul style="list-style-type: none"><li>• Follows through on customer/client inquiries, requests or complaints</li><li>• Distributes useful and up to date information to the customer/client</li><li>• Determines the needs of the customer/client</li><li>• Provides friendly, helpful service to the customer/client</li><li>• Makes sure there is a clear understanding of the customer/client's needs</li><li>• Offers appropriate solutions to the customer/client</li><li>• Diffuses customer/client problems</li></ul>
<u>Decision Making</u>	Function	<ul style="list-style-type: none"><li>• Makes decisions in situations that are well defined</li><li>• Makes decisions that impact own area of responsibility</li><li>• Weighs up alternatives according to their likely impact</li><li>• Weighs up alternatives according to their likely impact on others</li><li>• Makes decisions in a timeframe appropriate to the work goal</li><li>• Readily makes decisions when faced with unfamiliar circumstances</li></ul>
<u>Organisational Awareness</u>	Function	<ul style="list-style-type: none"><li>• Considers how their role impacts both the department</li><li>• Understands the impact of organisational policies/procedures on the department</li><li>• Considers both the business and customer perspective on various issues</li></ul>
<u>Relationship Building</u>	Function	<ul style="list-style-type: none"><li>• Builds friendly, warm relationships that are mutually beneficial</li><li>• Maintains ongoing relationships that are mutually beneficial</li><li>• Shares relevant information with others</li><li>• Recognises the value of building and maintaining relationships</li><li>• Helps others achieve common goals</li><li>• Communications effectively with others</li></ul>
<u>Result Focus</u>	Function	<ul style="list-style-type: none"><li>• Drives to meet objectives and standards</li><li>• Identifies alternative possibilities when faced with obstacles</li><li>• Stays focused on tasks that require considerable effort</li><li>• Completes tasks within designated timeframe despite obstacles</li><li>• Perseveres with routine and repetitive tasks without sacrificing quality or excellence</li></ul>



## Workplace Health & Safety

In relation to Work Health & Safety, you must comply with your safety responsibilities as detailed in relevant Acts, Regulations, Standards, Codes of Practice and the SBS Safety Management System (SMS)

All workers are required to:

- Take reasonable care for own safety and safety of others
- Cooperate with policies and procedures and directions from management with regards to health and safety
- Where hazards are identified, report them to line manager and take corrective action where able
- Report all work related incidents to line manager within 24 hours of occurrence
- Ensure workers, visitors and clients are :
  - made aware of their WH&S responsibilities
  - have received adequate safety induction and other WH&S information, instruction and training to enable them to conduct their work safely
  - follow safe work practices