



Title	Process Improvement Analyst		
Group	Dispute Resolution Team	Reports to	Deputy Ombudsman
Team Leadership	Nil		
Date Prepared	August 2024		

EWON is the industry-based Ombudsman scheme which provides all NSW energy and some water customers with independent, free, informal dispute resolution services. We work towards achieving fair and reasonable complaint outcomes for all parties, provide leading customer service and influence energy and water public policy. We are not a consumer advocate, nor do we represent industry.

Our Purpose

1. Provide high quality, independent advice, information and dispute resolution to NSW energy and water consumers.
2. Use our unique complaints data to enable energy and water providers to improve their customer service, systemically reduce the drivers of complaints and to inform the development of regulations, codes, and policy.
3. Engage effectively with NSW consumers, promote our service and the complaints processes of energy and water providers through our community outreach and stakeholder engagement program.

Position Purpose

The Process Improvement Analyst reports to the Deputy Ombudsman and supports the driving of ongoing operational improvements in the quality, efficiency, and effectiveness of the work of the Dispute Resolution Team.

The role:

- Identifies, analyses and evaluates improvements in processes involved in our Dispute Resolution Team to improve customer service and operational efficiencies
- Review and recommend process optimisation for a streamlined approach
- Ensure smooth transition and adoption of new processes and methodologies, monitor progress and adjust strategies as required to achieve desired outcomes
- Supports the Deputy Ombudsman and the DR Leadership team in identifying key operational challenges, emerging issues and provides advice on solutions
- Supports the development of CMS as a lead change champion for new initiatives

Key Accountabilities

<p>1. Process Optimisation & continuous improvement in DR</p>	<p>Process reviews & continuous improvement initiatives</p> <ul style="list-style-type: none"> • Analyse and evaluate existing business processes to identify areas for improvement • Document end to end customer journey mapping. Review and propose process optimisation through the identification and proposal for a streamlined approach • Drive a continuous improvement culture and improvement strategies in line with project management methodology
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	<ul style="list-style-type: none"> • Maintain knowledge of dispute resolution and keep up to date with best practice to assist in the review of EWON investigative methodology and implement improved investigative practices arising from reviews • Create and implement of visual metrics to build sustainability into continuous improvement initiatives • Identify and Facilitate improvement projects -to our identified current business processes to create efficiencies that also improve customer experiences. • Ensure smooth transition and adoption of new processes and methodologies, monitor progress and adjust strategies as required to achieve desired outcomes • Update and maintain guides, process maps and documentation to reflect updated processes 			
<p>2. Analysis of Operation Data to support decision making</p>	<ul style="list-style-type: none"> • Establish key metrics to track the success of improvement initiatives including reviewing reporting to ensure it has a clear purpose for outcomes such as managing complaints, KPIs or drive improvement • Analyse, monitor and summarise data to the DO with trends to support operational planning and identify areas for improvement and celebration • Analyse and identify efficiencies during appointment of new staff to drive down cost and time savings • Review and analyse processes to create reporting dashboards detailing data from current systems • Draft and collate key messaging in the monthly resourcing and forecasting report by collaborating with Information and Data Team • Work closely with the Project Manager to review operations and data to inform reporting and improvement initiatives • Contribute to the development of a 'best practice' forecasting / resourcing approach • Work with key stakeholders, to identify and review team resource needs to optimise and support effective workplace planning and forward plan workflow, review and provide feedback on proposed workflow schedules. 			
<p>3. Support Deputy Ombudsman and DR Leaders</p>	<ul style="list-style-type: none"> • Lead teams through change, addressing resistance and fostering a culture of continuous improvement • Act as champion for a solution-based approach to seek solutions for same • Provide support in meeting operational and business plans initiatives 			
<p>4. Adherence to Information Management Framework</p>	<ul style="list-style-type: none"> • Contribute to the development and implementation of information management system for key complaints process and procedure documents, including overseeing ongoing system management and regularly ensure the intranet is up to date. • Support the communication and training of change management initiatives and any approved process change for DR managers and staff in a timely manner. 			
<p>5. Health & Safety Leadership</p>	<ul style="list-style-type: none"> • Contribute to and comply with EWON's WHS policies and procedures. • Raise health and safety issues and lead development and implementation of improvements. • Take reasonable care for the health and safety of self and others. • Attend health and safety training as required by EWON. • Comply with any reasonable instructions, policies, and procedures 			
<p>6. Business Planning and Reporting</p>	<p>Displays EWON Values and Behaviours</p> <table border="1" data-bbox="568 2067 1476 2098"> <tr> <td data-bbox="568 2067 869 2098">Independence</td> <td data-bbox="869 2067 1171 2098">One Team</td> <td data-bbox="1171 2067 1476 2098">Respect</td> </tr> </table>	Independence	One Team	Respect
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	Integrity	Service Excellence	Social Justice
	<ul style="list-style-type: none"> Actively contributes to the development and delivery of the team's annual operational plan. Contributes to the team's monthly dashboard and reports. Ensures delivery of KPI targets and achievement plan commitments. 		
	Teamwork <ul style="list-style-type: none"> Actively contributes to effective teamwork within own team and across EWON. Displays the EWON values and supporting behaviours. Ensures service excellence processes with a focus on continuous improvement. 		
	Organisation Relationships Fosters good communication and cooperative relationships within EWON.		
8. Professional Development	<ul style="list-style-type: none"> Maintains and updates required job specific and specialist knowledge. Seeks and accepts feedback, coaching and support. Actively participates in and completes required EWON training. 		
Additional Duties	Undertakes any other tasks as reasonably required and/or requested by the DO.		

Key Behavioural Capabilities

Building Partnerships and Innovation	Planning and Organising
Resilience and Adaptability	Decision Making
Emotional Intelligence Essentials	Earning Trust
Service Excellence	Communication
Influencing and Coaching	Work Standards

Key Relationships

Internal	General Managers	Dispute Resolution Managers
	Leadership Team	Dispute Resolution Leads
	Data Analysis Team	Workplace Trainers
	Policy and Research Team	HR Team
	Quality Assurance Team	

Measures of Success

1. Delivery of business outcomes by delivering process optimisation
2. Successful delivery of projects
3. Generating insights that improve the business and support decision making

Required Qualification/Accreditations

- Bachelor's degree in Business, Project Management or a related field
- Project Management Certification would be well regarded

Knowledge and Experience

- Minimum 3 years' experience in a business analyst or project role. Experience in the energy/water industry with exposure to complaints would be well regarded
- Proven experience in project management methodologies, business process mapping (current and future state), journey mapping and evaluation and identification of business requirements
- Proven ability to manage multiple projects simultaneously, deliver high quality output and meet competing deadlines by exercising initiative and judgement
- Strong attention to detail, high level of organisational skills and project management skills
- Excellent stakeholder engagement and relationship management skills with the ability to influence, motivate and collaborate with cross-functional teams
- Excellent written and verbal communication skills and ability to interpret data analysis
- Advanced proficiency in Microsoft CRM and Office Suite. Exposure to Lean or Six Sigma would be well regarded

About Our Workplace

EWON is strongly committed to maintaining a constructive workplace where people are openly encouraged to express their views and feel safe to speak up if they experience or witness discrimination, bullying or harassment at work.

EWON staff are bound by confidentiality requirements and must sign a confidentiality agreement on commencement of employment and are to advise of any conflicts of interest in carrying out the role.

EWON is an equal opportunity employer and promotes a safe and healthy, harassment free workplace.