



Title	Manager Service Excellence and Optimisation		
Department	Dispute Resolution	Team	
Reports to	Deputy Ombudsman		
Direct reports	Operations and Improvement Lead, Service Advisor, Research and Development Officer, Senior Quality Advisor		
Date Prepared	March 2025		

## Position Summary

Reporting to the Deputy Ombudsman, the Manager Service Excellence and Optimisation plays a crucial role in leading and driving effective and efficient work practices and ensuring that our services remain at the forefront of quality and compliance. You will be responsible for managing a multi-disciplinary team and driving continuous improvement, ensuring that a framework is in place to ensure dispute resolution outcomes meet high-quality and industry leading care standards.

## Accountabilities

### Quality

- Developing Evaluation Programs: deliver and ensure quality programs to evaluate the performance is industry leading, focusing on critical performance expectations and continuously improved.
- Quality Standards: Define and maintain clear, documented quality standards for customer interactions, including scripting guidelines, escalation procedures, and service expectations.
- Monitoring Customer Interactions: oversee the regular monitoring of interactions/case files to assess adherence to quality standards, including communication skills, product knowledge, issue resolution, and compliance with policies and procedures.
- Providing Feedback: oversee and drive value-add and constructive feedback to support the ongoing improvement in performance.
- Calibration sessions: conduct regular calibrations with quality officers and dispute resolution leader to ensure consistent evaluation criteria and scoring across the team.
- Training and Development: Design and implement training programs to address quality issues, enhance skills and support decision making. Make recommendations for preventative actions.
- Analysing Data: Analyse data to generate insights and track performance on an individual and group level, reporting regularly on trends and opportunities.
- Collaboration: Working closely with stakeholders to align quality assurance practices with overall business objectives.

### Continuous Improvement

- Identifies, recommends and develops plans to achieve service excellence, consistency and quality through improved systems, processes and workflows.
- Identifying Improvement Opportunities: oversee the analysis of current processes and identifying areas for improvement to enhance service delivery and operational efficiency. Optimise processes and enhance the overall customer journey to ensure long-term success.
- Implementing Strategies: Recommend, develop and deliver on strategies to improve team performance

- **Training and Development:** Oversee and support the design and delivery of high-quality training/coaching sessions and workshops to educate employees on continuous improvement practices.
- **Monitoring and Evaluation:** Oversee the tracking of all projects and initiatives across the team, making necessary adjustments to ensure goals are met, as required by the Deputy Ombudsman.
- **Collaboration:** Work closely with stakeholders to align improvement efforts with overall business objectives.
- **Data Analysis:** Analyse data to identify trends and measure performance to support data-driven decisions.
- **Reporting:** Maintaining detailed reports on continuous improvement activities and presenting findings to Deputy Ombudsman.

### *Customer Insights*

- **Designing Surveys:** support the development of effective survey questions and formats to gather relevant and actionable feedback.
- **Survey Administration:** Distribute surveys through various channels as required.
- **Data Collection and Analysis:** Collect and transform raw data into actionable insights by interpreting analysis results and identifying key areas for improvement.
- **Reporting:** Prepare regular detailed reports and presentations to communicate survey findings to Deputy Ombudsman. Provide data-driven recommendations to improve customer experience, processes and procedures to meet overall business strategy.
- **Feedback Implementation:** Working with the Dispute Resolution leadership team to support continuous improvement activities based on survey feedback.
- **Continuous Improvement:** Monitor industry trends and leading practices to ensure survey methods and questions remain relevant and effective. Stay updated with the latest data analysis tools and market research methodologies.

### *Compliance & Safety*

- **Demonstrate an active commitment to WHS and compliance with legislation:**
  - Raise WHS issues and lead development and implementation of improvements
  - Take reasonable care for the health and safety of others
  - Attend WHS training as required by EWON
  - Complies with any reasonable instructions, policies and procedures given by EWON
- Provides consistent leadership, where our people feel valued, are well supported, foster excellent communication and cooperative relationships
- Contributes to the development of the EWON Strategic Plan, lead and develop the Team Operational Plan and ensure achievement of team targets
- Seeks and accepts feedback, coaching and support including participation of required EWON training
- Undertake other tasks as reasonably requested to support business needs, across DR and EWON

## Key Behavioural Capabilities

Personal Effectiveness	<ul style="list-style-type: none"> <li>• Displays Resilience</li> <li>• Acts with Integrity</li> <li>• Manages Self</li> <li>• Values Diversity, Equity and Inclusion</li> </ul>
Business Results	<ul style="list-style-type: none"> <li>• Delivers Results</li> <li>• Plans and prioritises</li> <li>• Implements innovative solutions</li> <li>• Demonstrates accountability</li> </ul>
Relationships	<ul style="list-style-type: none"> <li>• Communicates effectively</li> <li>• Commits to service excellence</li> <li>• Works collaboratively</li> <li>• Influences and negotiates</li> </ul>

## Qualifications, Skills and Experience

- Well-developed knowledge and understanding of quality assurance, continuous improvement and customer survey/feedback mechanisms
- Proven experience in project management methodologies and continuous improvement delivery
- Demonstrated success in developing, facilitating and implementing strategic programs and projects
- Highly developed interpersonal skills with the ability to influence, coach and motivate others
- Exceptional organisational skills with the ability to manage competing priorities within tight timeframes
- Demonstrated effective leadership agility and adaptability
- Demonstrated high level of resilience, is positive and flexible to all facets of work
- Well-developed skills in Microsoft Office applications
- Degree qualifications in Business Management and/or significant experience in quality assurance and continuous improvement