

Position Description

Deputy Commissioner | Toihau Tuarua

Reports to the Commissioner | Toihau

Mō mātou | About us

Tautohetohe Whaipainga | Utilities Disputes Limited (UDL) is a not-for-profit organisation, providing consumer dispute resolution and related services to the utilities sector.

UDL investigates and facilitates the resolution of complaints between electricity, gas, water, fibre installation and telecommunication companies and their customers. It focuses on resolving complaints in a timely and cost effective manner and works proactively to minimise complaints through research and education.

We are a focused team that works together in a supportive way.

We apply a fair and reasonable decision making approach to all aspects of our work. Our aim is to be accessible, independent, fair, accountable, efficient and effective. We are committed to the health and safety of our staff and communicate in plain English.

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

The Deputy Commissioner must apply the principle of independence to all aspects of their work. They must be committed to improving all aspects of the service UDL provides as well as being committed to health and safety and communicating in plain English.

The Deputy Commissioner | Toihau Tuarua will work to the principles of Te Tiriti o Waitangi.

Mō te Tūranga | About the role

The primary role of the Deputy Commissioner is to provide strategic and operational oversight of the delivery of UDL's complaints resolution service including its data and reporting functions. This involves managing the delivery of the service independently and to the quality standards agreed by the Commissioner and the Board, and within the relevant rules ensuring both the efficient and effective delivery of the service.

Mōhou ake | About you

Person specification

- A tertiary qualification in either disputes resolution or law; or demonstrated equivalent experience
- Demonstrates an understanding of Te Ao Māori, Te Tiriti o Waitangi and the applicability of tikanga to dispute resolution in Aotearoa (desirable)
- Experienced in interpreting legislation with a sound understanding of the requirements including legal and other risks of working within a statutory based complaint/dispute environment

Key Competencies

- Integrity and trust
- Managing vision and purpose
- Strategic agility
- Ability to make sound decisions
- Ability to direct others and model required competencies
- Astute
- Business acumen
- Instinctive learning
- Ability to identify and avoid potential and actual conflicts

Professional skills

- Dispute Resolution understanding
- Demonstrates critical legal thinking and analysis
- Demonstrates independence (both actual and perceived)
- Experience with Board engagement at senior management level
- Builds effective, professional relationships with internal and external stakeholders
- Experience of utilising data analysis and reporting to improve a business
- Effective leader, coach and mentor
- Effectively manages operational aspects of an organisation
- Experience in change management
- Ability to identify and manage risk
- Interprets and analyses technical information
- Demonstrates consistent use of plain English principles
- Effective negotiator
- Experience with business planning
- Experience in performance management and human resource processes
- Computer literacy (Microsoft suite of products, cloud-based systems and databases, Google suite of products)

Interpersonal skills

- Applies good judgement and procedural fairness
- Applies a no surprises operating model
- Suspends judgement until well informed
- Makes well informed, robust decisions
- Effective communicator, both oral and written
- Able to see the big picture
- Collaborative
- Self-reflective
- Demonstrates a willingness to challenge
- Open to change and new ideas
- Constantly looking for improvements
- Effective problem solver
- Results focused, effective time management
- Good sense of humour

Responsibilities

The principal responsibilities of the Deputy Commissioner are summarised below.

Strategy and planning

- Supports the Commissioner and UDL develop and implement a business plan to support the achievement of performance standards and objectives UDL's strategy.
- Develops budgets in consultation with the Commissioner, other senior staff and Board, aligning budget outcomes with current and projected workload
- Provides strategic advice to the Commissioner on the development of the operational and case management functions within UDL
- Manages, identifies, develops, and implements business improvement approaches to case management, data integrity, reporting and quality assurance

Decision Making

As delegated from time to time,

Delivers high quality draft decisions to the Commissioner for consideration

Leadership and team management

- Provides leadership to all managers and staff within the Deputy Commissioner's area of responsibility
- Actively promotes the use of dispute resolution
- Leads the development of professional standards within the operations team
- Manages the professional development of staff to ensure delivery of case management to agreed professional standards
- Acts as the high-level liaison contact for providers and members for case management issues

- Contributes to the maintenance of effective relationships with consumer and community stakeholders
- Represents the Commissioner at meetings, seminars and conferences as required
- Participates in industry forums and visits

Operational management

- Sets direction and manages the approach to complaint investigation and resolution
- Provides advice to staff and the Commissioner on the management of cases
- Ensures integrity and an effective and efficient quality assurance complaints handling process is in place, including data collection
- Ensures effective escalation processes are in place and the Commissioner is kept well informed of issues that are an operational, strategic, or political risk
- Ensures consistency of approach by the operations team when working with members
- Participates in complex and sensitive investigations where appropriate
- Manages the flow of work to and from external consultants as required
- Identifies and develops skills and policies to support continuous business improvement
- Works with Research and Reporting Manager and other senior staff to ensure operations team has quality information technology tools to maximise efficiency and effectiveness in handling complaints
- Manages the provision of legal and policy advice on cases and participates in the development of case handling policy and responses to emerging systemic issues

Direct reports

Conciliation Team Manager, Legal & Policy Officer, Research and Reporting Manager, Senior Manager Strategy and Innovation

Budgetary and delegated authority

The Deputy Commissioner will have budgetary authority for all areas of functional responsibility, within the budget allocated by the Commissioner.

The Deputy Commissioner will have delegated authority for decision-making powers of the Commissioner, when explicitly delegated by the Commissioner and approved by the Board as required.