

## JOB AND PERSON SPECIFICATIONS

Position Title:	<b>Complaints Manager</b>
Position No:	<b>TBA</b>
Classification Level:	<b>ASO6</b>
Type of Appointment:	<b>Temporary term up to February 2027</b>
Branch:	<b>Compliance</b>
Date Updated:	<b>May 2025</b>

### JOB SPECIFICATION

#### ROLE SUMMARY

ECSA receives and manages a range of complaints in the lead up to and during elections. This includes complaints regarding electoral advertising and compliance with publication and display requirements under Part 13 of the *Electoral Act 1985*.

The Complaints Manager will provide high level management and coordination of complaints and enquiries concerning the conduct of elections, in accordance with the established complaints framework, policies and protocols. The role will also lead and manage the investigation of complaints, communicate with stakeholders, and liaise with legal advisors to determine appropriate action.

The Complaints Manager reports to the Manager Compliance and will work closely with other members of the complaints team. The position may be responsible for the supervision of ongoing, temporary or casual employees allocated to assist with project delivery.

#### KEY RESPONSIBILITIES

- Establish and manage the complaints projects for the 2026 elections, including preparing project plans, briefing papers, project documentation, project evaluations and closure reports, as well as report on project progression.
- Efficient and comprehensive day-to-day management of projects and governance activities to ensure the delivery of project outcomes.
- Assess, process, manage, investigate and advise on complaints finalisation (including responses to electoral complaints, ministerial enquiries and Parliamentary questions) in accordance with the *Electoral Act 1985*, the *Local Government (Elections) Act 1999* and other relevant legislation.
- Ensure all complaints and correspondence are accurately recorded, and approved policies and procedures are adopted for triage, resolution and escalation.
- Refer matters for legal advice where necessary, and recommend appropriate action for referral, enforcement or prosecution.

- Ensure accurate records and evidence are maintained to support any matters referred for prosecution.
- Report on the status of complaints and analyse trends and themes.
- Develop strategies for the continuous monitoring, evaluation and improvement of complaints management processes and make recommendations to facilitate informed decision making.

## **AGENCY RESPONSIBILITIES**

- Contribute to effective election management and the provision of best practice electoral services by investigating opportunities to enhance operations and assuming responsibility for specific state and local government electoral projects and agency projects.
- Demonstrate appropriate and professional workplace behaviours that are in-line with the Code of Ethics for the South Australian Public Sector.
- Maintain a commitment to EEO, Diversity and Ethical Conduct according to the principles of the Public Sector Act 2009.
- Contribute to a safe and healthy work environment by taking reasonable care to protect your own and others' health and safety at work by having a knowledge of, and complying with, legislation and ECSA policies and procedures related to the Work Health and Safety Act 2012 (SA).
- Utilise resources and information in a responsible and accountable manner and comply with all Public Sector and ECSA financial, procurement, IT and HR policies and procedures.
- Actively participate in ECSA's Performance Management and Development Program.
- Uphold the values of ECSA as reflected in the Strategic Plan.
- Adhere to quality service standards to ensure objectives of ECSA's Customer Service Charter are fulfilled.
- Keep accurate and complete records of business activities in accordance with the State Records Act 1997.

You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform.

## **SPECIAL CONDITIONS**

- In order not to compromise the strict neutrality of the Commission, no person who is active in political affairs or intends to carry on this activity may be an employee.
- Employment is dependent upon a National Police Certificate clearance that the Commission finds satisfactory.
- Extensive out of normal working hours duty may be required during the period of an election.
- ECSA staff will be required to work collaboratively with both internal and external staff, contractors, and service providers to ensure smooth operations of ECSA functions, in particular during election events.

- ICT staff will be required to remain current in their training related to technology and data security and understand roles and notification requirements in the event of an incident or breach.
- Some interstate and intrastate travel may be required.

## **PERSON SPECIFICATION**

### **ESSENTIAL REQUIREMENTS**

#### **Qualifications**

- None specified

#### **Personal Abilities, Aptitudes, Skills**

- Demonstrated high-level written and verbal communication skills, political awareness, sensitivity and integrity in order to liaise with senior levels of government.
- Proven analytical, conceptual, and problem-solving skills in a legislative and regulatory environment.
- Ability to handle sensitive and confidential information.
- Proven ability to respond to specialist enquiries and complaints within the constraints of legislation.
- Demonstrated ability to successfully manage multiple concurrent work demands, dealing with competing priorities, multiple stakeholders, unplanned change and meeting immutable deadlines.
- Ability to use initiative, professional judgement and adaptability to respond to changing circumstances and priorities.
- High-level written and oral communication skills and ability to communicate complex concepts.

#### **Experience**

- Significant experience managing complaints in a fast-paced and heavily legislated environment.
- Experience in preparing written material to a high standard.
- Experience in project management.
- Experience in researching policy and legislative matters; liaising with legal staff on matters of statutory interpretation, court proceedings and prosecution.
- Experience in interpreting and applying legislation.

#### **Knowledge**

- None specified.

### **DESIRABLE CHARACTERISTICS**

#### **Qualifications**

- Appropriate tertiary qualifications in law, business, governance or similar discipline.

#### **Personal Abilities, Aptitudes, Skills**

- None specified.

**Experience**

- None specified.

**Knowledge**

- Working knowledge and understanding of the *Electoral Act 1985* and associated Regulations.

Reviewed and approved by Deputy Electoral Commissioner:			
Accepted by Employee:			/ /

**Name****Signature****Date**