



POSITION DESCRIPTION

Position Details

Position Title: Contracts and Complaints Analyst	Business Unit: Investment Product and Trustee Services
Position No: SA5705	Team: Trustee Services
Classification: CED 6	Reports to: Manager Trustee Services
Employment Type: Full-Time, Fixed Term - 30 June 2011	Direct Reports to this Position: Reviews and Complaints Officer
Date: February 2010	

Primary Role of Position

The primary role of the position is to ensure that the RBF Board adheres to best practice contract management practices and to ensure that the RBF Board manages complaints and statutory reviews in compliance with the governing rules of the Fund and regulatory requirements and industry best practice standards.

Environment and Scope

The Retirement Benefits Fund Board administers and manages Superannuation Schemes in accordance with the *Retirement Benefits Act 1993* and all relevant legislation and Trust Deeds. The Retirement Benefits Fund (RBF) operates in a competitive “choice of fund” environment.

The position is situated in the Trustee Services Team of the Investment Product and Trustee Services (IP&TS) Business Unit. The primary function of the Trustee Services Team is to facilitate the effective governance of the RBF Board through the provision of secretariat support, and the development of well-researched advice on policies, procedures and guidelines to support the Board’s governance in a compliant and contemporary manner.

The Contracts and Complaints Analyst is responsible for the development, implementation and coordination of the RBF Board’s complaints management and contract management processes and ensuring that the principles of natural justice are applied for members seeking reviews of delegate decisions. The role also assists in ensuring that the business is supported with sound legal advice and that the governing rules of the Fund are compliant with regulatory requirements and support a contemporary financial services business.

Reporting to the Manager Trustee Services, the position is expected to work with minimal supervision, operating with autonomy and independence in the provision of day-to-day services, while in turn supervising the activities of the Reviews and Complaints Officer. Regular liaison with internal and external stakeholders is required, including Board members, Executive Management Team, RBF staff, and industry bodies. The role is required to be a member of any RBF committee or group as directed by the Executive Manager Investment, Product and Trustee Services.



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While the Contracts and Complaints Analyst is expected to organise its own workload, and that of the Reviews & Complaints Officer, independently, there is an expectation that the position would work closely with the Manager Trustee Services in terms of providing regular ongoing feedback about pertinent issues within its area of responsibility and expertise and seeking guidance on recommended courses of action for any specific issues that are identified. The role is required to achieve objectives, goals and KPIs as approved by the Manager Trustee Services.

Organisational Values and Culture

At RBF we want our performance to be amongst the best. We have a set of core values that we hold to be important above all others and have identified underpinning action descriptors that are crucial to our success. Our values are **responsibility, respect, integrity, quality and achieving together**. In performing this role, you are expected to bring these values 'alive' through your daily behaviours.

You are required to comply with all relevant legislation, laws, regulations, standards, codes and RBF policies and procedures.

While at work you must take reasonable care of your own health and safety and the health and safety of other people, including people working under your supervision or direction who may be affected by your acts or omissions at the workplace, in accordance with current Tasmanian Workplace Health and Safety Legislation.

Reporting/Working Relationships

1. The Contracts and Complaints Analyst is directly responsible to the Manager Trustee Services, and is expected to operate with a degree of autonomy and independence in undertaking its responsibilities.

2. The Contracts and Complaints Analyst provides direction and supervision to the following position:

- Reviews and Complaints Officer

3. Regular liaison and interaction with the following is required:

- RBF Board members
- RBF Executive, Management and Staff
- External stakeholders such as industry bodies
- External service providers such as legal advisers

Key Accountabilities

The following description of accountabilities is not exhaustive and may include others as directed from time to time.

1. Manage and administer the Board's complaints resolution process, including the identification of any associated business improvement opportunities, to ensure complaints are handled and resolved in a timely manner, and complaint root causes are identified and treated.
2. Develop the Board's complaint resolution process to ensure compliance with APRA, ASIC and SCT standards and that industry best practice complaints management processes are



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implemented.

3. Provide oversight and maintenance of the contract management framework, procedures and supporting documentation and contracts register, champion the revised contract management approach across the organisation and provide advice and guidance to staff involved in the preparation and execution of contracts.
4. Manage and coordinate workflow of Reviews and Complaints Officer.
5. Assist the Manager Trustee Services with the co-ordination of legal services involving the Board through liaising with the Board Solicitor and Barrister, preparing legal correspondence (both standard and non-standard) and managing litigation including applications to the Supreme Court under the RBF Regulations.
6. Assist the Manager Trustee Services facilitate all changes to RBF's governing rules in an expedient manner, ensuring that changes support the needs of the business.
7. Maintain the compliance obligations of the IP&TS Business Unit.
8. Assist the Manager Trustee Services in fulfilling the statutory obligations for the roles of Privacy Officer and Responsible Officer FOI.

Selection Criteria

All selection criteria listed below are specific to this role and must be addressed by application for this position.

Qualifications, Skills and Experience

1. Tertiary degree level qualification in Commerce, Law or other relevant tertiary degree level qualification.	Desirable
2. Substantial experience in a complaints and contracts management role within a regulatory environment, including experience in the identification and treatment of complaint root causes.	Essential
3. Thorough knowledge of and experience working to AS/ISO 10002-2006 Standard or equivalent, including compliance with APRA, ASIC and SCT standards and industry best practice complaints management processes.	Desirable
4. Experience working in the financial services industry and knowledge of the associated Financial Services legislative and regulatory environment together with the capability to interpret and implement legislative requirements in a regulatory environment.	Essential
5. Demonstrated supervisory skills including ability to delegate and manage multi-priority tasks, and facilitate and support performance.	Essential
6. Excellent oral and written communication, interpersonal, people management, negotiation and liaison skills; together with the ability to represent RBF in dealings with external service providers and other stakeholders in an ethical and professional manner, together with the ability to communicate complex matters in simple and practical terms.	Essential



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7. Well developed analytical and problem solving skills with the ability to proactively identify practical business solutions.	Essential
8. Strong prioritisation and organisational skills and ability to pay attention to detail.	Essential
9. Proven ability to maintain confidentiality.	Essential
10. Proven experience in business efficiency improvement outcomes.	Desirable

Conditions of Appointment

Appointment is subject to:

- A satisfactory pre-employment police record check and National Police Clearance (less than six months old); such check to be completed prior to taking up the appointment, promotion or transfer.
- Identity validation
- Satisfactory reference checks (minimum of two required from past employment) and confirmation of the curriculum vitae/resume
- Confirmation of qualifications and professional memberships
- Confirmation of Australian or New Zealand citizenship, Permanent Resident status or valid work visa

Additional Requirements

- This is primarily a sedentary position which involves desk-based computer work, with routine bending, lifting and occasional walking between office sites.
- Intrastate travel by motor vehicle may be required.

Verification and Approval

Human Resources

Signed by _____

Date ____/____/____

Business Unit Executive Manager

Signed by _____

Date ____/____/____

Review Date: ____/____/____

Note: All position descriptions may be subject to review periodically; at the time of performance appraisal or when necessary to meet business needs. Such review may be initiated by the employee, or the employer subject to RBFB classification review guidelines.