



Duty statement

Case Officer

POSITION TITLE: Case Officer
REPORTS TO: Case Manager
LOCATION: Canberra (F/T)

POSITION DESCRIPTION

Ad Standards administers Australia's national system of advertising self-regulation. We give a voice to community concerns about the content of ads and promote responsible advertising.

Primary Purpose of the Role

The Case Officer is a key role in Ad Standards' core complaints handling operations. Reporting to the Case Manager, this role focuses on responding to queries and complaints.

As an integral part of the broader team, this role will also contribute to reports, projects, presentations and administrative work as needed and contribute to the development, achievement and continuous improvement of team objectives and plans.

Strong verbal and written communication skills are essential for this role. It is also important that you embody AANA's core values of integrity, teamwork and collaboration, excellence, and courage.

Duties and responsibilities

Duties and responsibilities will generally be performed under the broad direction of the Case Manager (or other senior Ad Standards manager as advised).

Responsibilities include, but are not limited to:

Complaints adjudication, secretariat support

- Day to day handling of complaints including the receipt, processing and resolution of complaints through Ad Standards' Case Management System (CMS).
- Engaging with the public, advertisers and stakeholders, over the phone and in writing about the lodgement of complaints or providing submissions.
- Communicates effectively with people from a wide range of backgrounds.
- Utilises IT systems and research skills to assess complaints and make decisions and/or recommendations on how to resolve complaints and proactively manage complaint workloads.



- Prepares papers for the Ad Standards Community Panel, including complaint summaries, advertiser responses and other relevant information, and maintains the Panel SharePoint site.
- Supports the Case Manager to provide secretariat services to the Ad Standards Community Panel, including administrative and technical support.
- Assists in the coordination of and attendance at in-person Panel meetings and events (occasional interstate travel is required).
- Prepares and finalises Panel case reports for sign off.
- Communicates effectively with Community Panel members and Independent Reviewers in resolving complaints.
- Manages own work responsibilities, including exercising judgment in a timely and efficient manner, seeking advice, escalating complex matters appropriately and proactively managing complaint workloads.

Public liaison and stakeholder engagement

- Drafts Copy Advice for clearance in line with timeframes and procedures.
- Provides input and engagement for AANA Code reviews.

Administration

- Generation of reports or conduct research into the nature and volume of complaints as required.
- Support the case manager with the production of statistics for Board reports, Review of Operations and media enquiries
- Assists senior management in:
 - Liaising with advertisers and industry bodies regarding non-compliant advertisers for upheld determinations
 - Management of state and territory government breach notification process for non-compliant transport advertisements

Other

- Participates in team and personal development activities, and in process improvement projects.
- Other reasonable duties as directed.