

Position description

Case Manager – Part Time (2 days per week)

POSITION TITLE: Case Manager
REPORTS TO: Executive Director
DIRECT REPORTS: Case Officer
LOCATION: Canberra (central)

Ad Standards is Australia's independent advertising industry self-regulator. We listen to community concerns, uphold community standards and promote responsible advertising. Our vision is every ad is a responsible ad.

Ad Standards has a vacancy for a part-time Case Manager (two days per week) as part of job share arrangement. It is likely the role requirement is for Monday and Tuesday each week, however, this may change by arrangement.

The Case Manager plays a critical role in maintaining the integrity and effectiveness of Ad Standards' complaints handling operations.

As the senior manager of the Case Management team, the Case Manager is responsible for overseeing the end-to-end process of managing consumer complaints about advertising content. This includes overseeing the activities entrusted to the Case Officer, receiving and assessing complaints, coordinating the review and adjudication process, and preparing case reports.

The Case Manager ensures that all complaints are handled in a timely, impartial, and consistent manner, in accordance with Ad Standards' policies and procedures.

The role requires strong verbal and written communication skills, sound judgement, and the ability to manage complex complaints involving multiple issues and stakeholders. Importantly there must be consistency in work quality and approaches given the job-share position.

You must commit to upholding Ad Standards' core values of integrity, teamwork and collaboration, excellence, and courage.

Duties and responsibilities

Responsibilities include, but are not limited to:

Complaints management, secretariat support

- Day-to-day management of complaints operations of Ad Standards including supervising the receipt, processing and resolution of complaints through the Ad Standards' Case Management System (CMS) within KPI timeframes.

- Investigate, manage and implement changes to complaints handling processes with the aim of continuous improvement.
- A strong understanding of the application of relevant advertising codes.
- Acting as the secretariat for Ad Standards Community Panel.
- Writing and preparing case reports that accurately reflect Community Panel findings and decisions.
- Liaison with internal and external stakeholders in the resolution of complaints.
- Ability to act as backfill for Case Officer duties in periods of leave, particularly in the day-to-day complaints processing operations.

Administration

- Contribute to management and administration of the CMS including business requirements, efficiencies and enhancements.
- Generate reports, identify trends, and undertake analysis into the nature and volume of complaints as required.
- Produce statistics and insights for Board reports, annual report and media enquiries.
- Manage the Community Panel including engagement, rostering and training.
- Assist the Executive Director in liaising with advertisers, industry bodies and relevant government agencies regarding non-compliant advertisers.
- Manage feedback surveys for complainants, advertisers and the Community Panel, identifying and highlighting areas for improvement.

Mentor and supervise

- Provide support and guidance to the Case Officer in relation to handling complainants and cases, decision making, case management and report writing.
- Communicate and manage performance expectations, goals, and priorities to Case Officer, ensuring alignment with Ad Standards objectives
- Support the ongoing development of the Case Officer.

Public liaison and stakeholder engagement

- Build and maintain connections with industry partners and government stakeholders.
- Prepare and present training and educational sessions.
- Oversee the Ad Standards advice service in line with timeframes and procedures.
- Collaborate with the Marketing Association of Australia (MAA) in relation to policy matters and/or interpretation of policy matters.

Other

- Participation and engagement in team and personal development activities.
- Assist other staff in relevant projects e.g. Community Panel recruitment and research.
- Other reasonable duties as directed.

Skills and Experience

- 5+ years demonstrated experience in complaints handling (leadership position)
- Policy and/or Regulatory experience (especially operational policy) in a government agency and/or regulator
- Demonstrated strong writing and interpretation skills
- Stakeholder management and liaison
- Experience with AI workflows desired