

## Position Description - Conciliator

### Reports to Conciliation Team Manager

#### Background

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

UDL investigates and facilitates the resolution of complaints between energy retailers, lines distributors, water providers, fibre installers and their customers in a timely and cost-effective manner. It also works pro-actively to minimise complaints through our research and education services.

Our office consists of a focused team who work together in a supportive environment.

We apply a fair and reasonable approach to all aspects of our work to ensure we are 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.

#### Purpose of role

The role of the Conciliator is to resolve consumer complaints, using a range of dispute resolution strategies, and to carry out investigations and prepare high quality draft decisions.

They are also required to assist our Early Resolution Team in receiving incoming complaint calls and may be required to provide cover for the Conciliation Team Manager role from time to time.

#### Person specification

- A relevant tertiary qualification (in law or similar)
- 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 of working within a statutory based complaint/dispute environment
- Dispute resolution skills (desirable)

#### Professional skills

- Excellent written and oral communication skills
- Interest or experience in mediation or conciliation
- Computer literacy (MS Office, cloud-based systems and databases, Google suite of products)
- Able to analyse, interpret, and simplify technical and legal information

- Ability to effectively deal with challenging behaviour
- Ability to ask effective questions and build rapport
- Able to conduct a strategic investigation
- Able to identify complaint issues, determine options and apply basic dispute resolution techniques to resolve them
- Demonstrate consistent use of plain English principles
- Able to apply independence (both actual and perceived)
- Able to apply the principles of natural justice
- Able to interact with people from diverse cultures and backgrounds
- Open minded
- Collaborative team player
- An ability to work independently
- Adaptable and resilient
- Focuses on continually improving themselves and the organisation

### **Responsibilities**

- Handle initial enquiries from the public about the complaints process and providing accurate advice or referral
- Facilitate the resolution of complaints using a range of dispute resolution strategies including conciliation and mediation
- Undertake investigations
- Provide advice to the Deputy Commissioner and Commissioner on complaints
- Prepare draft decisions for the Deputy Commissioner and Commissioner
- Maintain complete and accurate records of complaints and interactions with parties
- Demonstrate independence and applying the rules of natural justice when resolving complaints
- Comply with the various schemes, requirements of the Commissioner, and best practice complaint handling processes
- Identify opportunities for improving complaint handling processes within the office
- Contribute to and support other staff in the completion of their duties
- Undertake other tasks as required

### **Competencies**

A Conciliator is expected to demonstrate the following competencies:

Competency	Performance measure
Decision quality	<ul style="list-style-type: none"> <li>• Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgement</li> <li>• Most of their solutions and suggestions are correct and accurate when judged over time</li> </ul>
Written communication	<ul style="list-style-type: none"> <li>• Is able to write clearly and succinctly in a variety of communication settings and styles</li> <li>• Can communicate messages that have the desired effect</li> <li>• Understands and uses the plain English writing standard Written work contains minimal errors</li> </ul>

Approachability	<ul style="list-style-type: none"> <li>• Is easy to approach and talk to</li> <li>• Is warm and pleasant and puts others at ease</li> <li>• Is sensitive and patient, builds rapport and is aware of others needs</li> <li>• Can make decisions within a deadline</li> </ul>
Peer relationships	<ul style="list-style-type: none"> <li>• Quickly finds common ground and solves issues easily</li> <li>• Is seen as a team player, is cooperative and encourages collaboration</li> </ul>
Listening	<ul style="list-style-type: none"> <li>• Practises attentive and active listening</li> <li>• Has the patience to hear people out</li> <li>• Can accurately restate the opinions of others even when they disagree</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• Uses common sense and logic to solve difficult issues with effective solutions</li> <li>• Probes available sources for answers when necessary</li> <li>• Can see hidden issues</li> <li>• Is excellent at analysis</li> <li>• Identifies opportunities for improvement</li> </ul>
Ethics and values	<ul style="list-style-type: none"> <li>• Adheres to an appropriate (for the setting) and effective set of core values and beliefs at all times</li> <li>• Acts in line with those values</li> <li>• Practises what they preach</li> <li>• Genuinely cares about people, is empathetic, available and ready to help</li> </ul>
Composure	<ul style="list-style-type: none"> <li>• Is cool under pressure</li> <li>• Does not display defensiveness or frustration in their behaviour</li> <li>• Can be counted on to be a settling influence in a crisis</li> <li>• Is resilient when faced with the unexpected</li> <li>• Learns quickly when facing new issues</li> </ul>
Health and Safety	<p>Shares in and actively contributes to UDL's commitment to, and the continuous improvement of, a safe and healthy workplace through:</p> <ul style="list-style-type: none"> <li>• Keeping informed on health and safety matters</li> <li>• Proactively offering suggestions and contributing to health and safety initiatives</li> <li>• Identifying and eliminating hazards and risks in the work environment</li> <li>• Being aware of and supporting the wellness of other employees</li> <li>• Being prepared for and ready to act in an emergency</li> <li>• Reporting early any feeling of pain, discomfort, or stress</li> <li>• Reporting all incidents, injuries or near misses</li> <li>• Following all health and safety procedures</li> </ul>
Te Tiriti o Waitangi, Te Ao Māori and Tikanga	<ul style="list-style-type: none"> <li>• Understands UDLs alignment with the values and obligations of Te Tiriti o Waitangi</li> <li>• Appreciates the importance of Te Ao Māori and its value to the work UDL does</li> <li>• A sound understanding of the role tikanga can play in the consideration and resolution of disputes</li> </ul>