



Position Description

Title: Deputy Banking Ombudsman – Prevention and Stakeholder Engagement
Reports to: Banking Ombudsman
Location: Wellington

Our work

The Banking Ombudsman Scheme (the Scheme) was set up in 1992 as a free and independent process to help people to resolve problems with banks. Our goals are to help resolve and prevent problems to improve banking.

The Scheme investigates and resolves complaints that fall within its Terms of Reference which can be found, along with other information about the Scheme, at www.bankomb.org.nz. The Scheme also aims to raise awareness and share insights from cases to prevent similar problems for other bank customers.

Our office is located in Wellington, and our small team are a hard-working and dedicated group of professionals who uphold a tradition of being easy to access, independent and fair.

Purpose of the role

The Deputy Banking Ombudsman – Prevention and Stakeholder Engagement is a member of the leadership team and has three key areas of responsibility:

- Development and delivery of awareness and prevention function
- Stakeholder engagement
- Strategic advice.

The responsibilities include strengthening the Scheme's analysis and communications function as well as its ability to influence the banking sector. The Deputy Banking Ombudsman – Prevention and Stakeholder Engagement will act for the Banking Ombudsman as required.

Staff reports and budget delegations (to be confirmed)

- Prevention Analyst
- Communications Adviser
- Other staff to be confirmed.

Key relationships

External

- Scheme Participants
- Complainants
- NZ Public
- Ministry of Commerce and Consumer Affairs
- Commission for Financial Capability
- Commerce Commission
- Financial Markets Authority
- Reserve Bank of New Zealand
- Appropriate government agencies
- Other Ombudsman and dispute resolution services
- Media
- Other key stakeholders

Internal

- The Banking Ombudsman
- Other members of the Leadership Team
- All staff members
- Board

Key Result Areas

Prevention Functions

The Deputy is responsible for developing, implementing and operating our prevention and awareness functions. These functions will play a critical role in the scheme contributing to the prevention of disputes arising in the first place.

Key tasks

- Draw on casework, industry best practice, and expertise, to develop, implement and monitor prevention and awareness initiatives and programmes
- Ensure our programmes and initiatives are well suited to the New Zealand banking systems, environment and stakeholders
- Evolve and enhance our prevention and engagement programmes to ensure their continued success
- Manage communications activities and publications including the annual report, newsletters, case notes, guidelines and speaking engagements
- Manage the complaints dashboard and whistleblowing initiative
- Oversee website content and functionality
- Raise awareness of the scheme and the importance of its work
- Lead audits of participating banks' complaint-handling systems
- Identify opportunities for improving bank practices and keeping them informed of wider trends and developments (eg issues for regular bank staff training).

Stakeholder engagement

The Deputy is responsible for identifying, developing and maintaining strategic relationships for the Banking Ombudsman and staff with participants and key sector stakeholders.

Key Tasks

- Identify key stakeholders and develop and execute our engagement plans so we can grow and maintain strong relationships.
- Review, develop and implement the Scheme's strategic communications plan
- Assist develop and maintain relationships with agreed key sector stakeholders
- Identify and develop our communication channels to ensure we remain relevant and accessible for our stakeholders
- Prepare presentations, communications and resources for us to connect to our stakeholders
- Assist with our internal communications, including staff updates
- Capably represent us at workshops, meetings and other stakeholder functions.

Strategic and Business Planning

The Deputy contributes to the development of the strategy and business plan and is responsible for business plans associated with prevention and corporate services functions.

Key tasks

Contribute to the development of our Strategic and Business Plans

- Develop annual plans for prevention and corporate support function, identifying opportunities to continually lift performance
- Monitor achievement against the plan and take action to ensure targets are met
- Report on progress against plans to our Board
- Assist with board relations, including preparation of documents, analysis and presentations for Board meetings.

Strategic Advice

The Deputy is responsible for the provision of sound, well-researched and evidence-based advice to the Banking Ombudsman, and where required, the Board, and for ensuring that any changes in legislation are disseminated and understood.

Key tasks

- Maintain an overview of the resolution service and external environment to identify issues, trends, risks and opportunity which have implications for the scheme and financial sector
- Recommend approaches to novel and/or systemic issues
- Disseminate information about new legislation and legal issues affecting our work
- Prepare submissions to government on proposed legislation.

Competency Summary

Execution	Relationships	Personal Qualities
<p>Business Acumen Keeps up to date with industry trends, political and commercial imperatives to increase or expand current opportunities. Identifies and acts upon opportunities. Recognises signs in the environment and interprets them in relation to impact, opportunities and risks.</p>	<p>Building Strategic Relationships Builds, maintains and uses effective strategic relationships, external to the organisation, to facilitate successful business execution.</p>	<p>Commitment to Excellence Sets high personal and professional standards for self and others; assumes responsibility and accountability for the successful completion of projects, assignments or tasks. Consistently gives careful attention to all the detailed aspects of a role, shows a high concern for accuracy.</p>
<p>Executive Decision Making Applies broad knowledge and seasoned experience when addressing complex issues; defines issues clearly despite ambiguity; takes all critical information into account when making decisions; makes difficult, timely, high impact recommendations.</p>	<p>Communicating Effectively Expresses and conveys information effectively to other people. This includes speaking, writing and listening. This covers formal and informal situations.</p>	<p>Executive Disposition Effectively relates to and identifies with management perspective; recognises the value of teamwork and works as a member of a collective in order to achieve organisational goals; conveys an image that is consistent with their role within the organisation.</p>
<p>Strategic Stakeholder Focus Focuses attention on understanding the needs of stakeholders; makes every effort to ensure that stakeholders are listened to by self and others; ensures stakeholders understand the rationale for findings/decisions made</p>	<p>Coaching People Develops and effectively manages staff, delegates appropriate responsibilities and tasks taking into account an individual's skills, knowledge, experience and potential; provides timely feedback, guidance and development opportunities to help individuals succeed; establishes procedures to monitor the results of delegated responsibility or authority whilst still providing a sense of ownership.</p>	<p>Impact Creates a good impression, commanding attention and respect, showing an air of confidence and being seen as credible and knowledgeable</p>

Execution	Relationships	Personal Qualities
<p>Business Execution Defines strategic outcomes, intermediate goals and operational requirements. Establishes courses of action to achieve business objectives; allocates resources – human, material, financial.</p>	<p>Leadership Uses appropriate methods and a flexible interpersonal style to help build a cohesive team; takes the organisation’s vision, principles and objectives into account when making decisions and plans; influences the acceptance of change through helping others see and feel how things can be different.</p>	<p>Integrity Acts in a manner that conveys the principles important to the organisation, including impartiality, fairness, honesty, openness, sound business ethics and respect for others</p>
<p>Work Management Manages workload by prioritising work goals, requirements and areas of opportunity.</p>	<p>Negotiation Uses appropriate interpersonal styles and communication methods to gain acceptance of a service, product or idea from stakeholders. Effectively explores alternatives and positions to reach outcomes that gain all parties' support and acceptance.</p>	<p>Initiative/Innovation Takes action to achieve objectives beyond what is necessarily called for; recognises and seizes opportunities to improve on own and the organisation's performance; generates innovative and practical ideas to meet needs.</p>
		<p>Personal Effectiveness Maintains effective performance when under pressure, (such as time pressure, shifting/conflicting priorities or job ambiguity) when facing opposition from others or in ambiguous environments, acts professionally at all times.</p>

<p>Professional/Technical Skills and Knowledge <i>Applies the breadth of knowledge and understanding in related area achieved through study and/or experience:</i></p> <ul style="list-style-type: none"> • excellent communication and advocacy skills • experience in stakeholder engagement and strategic communications • tertiary qualification in communications, commerce, law and/or public policy • leadership and operational management experience • has an understanding of Te Ao Māori.
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