

Title	Dispute Resolution Lead		
Business Unit	Dispute Resolution	Team	Various
Reports to	Dispute Resolution Manager		
Direct reports	Early Resolution Officers, Conciliators or Investigation Officers		
Date Prepared	February 2023 (Updated July 2025)		

Position Summary

The principal role of the Dispute Resolution Lead (DRL) is to:

- Effectively manage the day-to-day operations of the team
- Maintain a high level of performance to deliver effective and efficient complaints management and customer service
- Provide quality training and coaching to the team aligned to operational requirements and competencies.

Accountabilities

Team Operation

- Review team schedule on a daily basis to ensure there is sufficient resources to manage all new and existing workloads.
- Assign cases to team members to ensure they are completed in a timely manner and meet EWON's complaint management guidelines.
- Ensure voicemail messages are distributed and actioned.
- Act as first point of escalation, manage issues/complaints with customers and providers.
- Provide relevant and timely case data to the Manager for reporting against team and organisation performance indicators.
- Lead team meetings and huddles by working with peers to put together the agenda and share knowledge.
- Participate in recruitment and training process as required by Manager.
- Conduct regular 1:1's with team members either independently or with support of Manager.
- Conduct probation and contribution reviews, with the support of the Manager as required.
- Escalate and work with Information and Data Team to resolve any system issues impacting team operation.
- Act as delegate for the Manager when required.

Complaint Management & Customer Service

- Check correspondence drafted by team members.
- Provide timely guidance and advice to progress complaint.
- Flag or escalate exceptionally serious, sensitive, unresolved, systemic complaints to Manager.
- Conduct investigations when required and provides customers with information relevant to their complaint.
- Ensure files are properly progressed in line with KPI's.
- Follow the principles of procedural fairness and maintain independence.
- Prepare written correspondence in line with the EWON style guide.
- Ensure appropriate approach to resolve individual cases is taken.
- Ensure own casework is in line with EWON processes and procedures.
- Prepare appropriately for case review meetings with Manager.

- Participate in highly complex and/or sensitive investigations being undertaken.
- Contribute to the consistent application of EWON's case handling processes and look for opportunities to improve on them.
- Ensure customers are provided with outstanding customer service by providing information relevant to resolve their complaint/enquiry.
- Manage the referral process for complaints which are outside EWON's jurisdiction, or for which there are appropriate alternative avenues of recourse.
- Accurately assess appropriate next actions.
- Accurately and appropriately inputs data into EWON systems including CRM.
- Establishes and maintains accurate, appropriate, and timely records.
- Meets all QA standards.

Leadership, Training & Coaching

- Engage and motivate team members and foster an adaptive, inclusive and positive team culture.
- Proactively develop individual and/or team capability and potential by providing appropriate learning and development opportunities including coaching team members to reach potential.
- Demonstrate and foster a growth mindset by providing regular feedback that drives continuous learning, improvement and resilience.
- Recognise contributions and achievements of team members.
- Support the team and assist with resource allocation to effectively optimise business outcomes.
- Ensure performance expectations of direct reports are understood and take initiative to address emerging issues or concerns promptly and appropriately.
- Support, promote and champion change initiatives.

Contribution to Strategy, Planning and Reporting

- Contribute to the delivery of organisational strategy in line with EWON's Tealprint.
- Support the development of team and business unit plans to achieve strategic objectives.
- Collaborate with the Manager to engage direct reports ensuring they connect with and understand organisational vision and direction.
- Monitor and report team performance against team plans and business unit plans.
- Ensure capability development of team members aligns with delivery.

Behaviours, Compliance & Safety

- Demonstrate an active commitment to WHS and compliance with legislation:
 - Take reasonable care for their own health and safety and others
 - Attend WHS training as required by EWON
 - Complies with any reasonable instructions, policies and procedures given by EWON.
- Maintain and update required job specific and specialist knowledge.
- Engage in behaviours that are aligned with EWON's values and Capability Framework
- Seek and accept feedback, coaching and support from leaders
- Participate in required EWON training.
- Undertake other tasks as reasonably requested to support business needs, across the Dispute Resolution Team and EWON.

Key Behavioural Capabilities

Personal Effectiveness	Displays resilience	Relationships	Communicates effectively
	Acts with integrity		Commits to service excellence
	Manages self		Works collaboratively
	Values diversity, equity and inclusion		Influences and negotiates
Business Results	Delivers results	Leadership	Leads and develops people
	Plans and prioritises		Inspires direction and purpose
	Implements innovative solutions		Optimises business outcomes
	Demonstrates agility and effective decision making		Leads change and reform

Qualifications, Skills and Experience

- Proven experience in a high-volume dispute resolution environment, managing complex customer complaints
- Demonstrated ability to analyse technical complaint information and provide appropriate resolutions
- Previous experience leading a team, fostering employee engagement and proactively developing capability
- Demonstrated ability to independently assess and analyse information and issues and apply innovative solutions to solve problems, including triaging and delegating
- Excellent written and verbal communication skills, with the ability to convey technical information clearly
- High resilience, with the ability to manage competing workloads and meet deadlines
- Experience in using a complaints management system and broad knowledge of investigation processes
- Demonstrated ability to work independently as well as in a team environment, effectively managing competing tasks and deadlines
- Computer literacy with intermediate level of skills in Microsoft Office applications
- Tertiary qualification in a relevant discipline

Desirable

- Formal or informal coaching experience and leadership training
- Knowledge of, or the ability to rapidly acquire knowledge of, the electricity, gas and water regulatory/legislative framework.