

Position Description

Position: Director - Consumer

Team: Board

Reporting to: Accountable to the EWOV Board, through the Chair

Position overview: The Consumer Director is appointed as an independent director to bring consumer insight and public interest perspectives to Board deliberations, while acting in the best interests of EWOV as a whole. The role supports the governance, strategic direction and oversight of EWOV's dispute resolution services across electricity, gas, water and embedded networks in Victoria.

The role provides strategic input on consumer experience, access, affordability, vulnerability, alternative dispute resolution, consumer policy and the implications of the transition to net zero, while maintaining independence from any consumer organisation, stakeholder group or appointing body.

Responsibilities

Strategic Direction, Consumer Insight and Oversight

- Contribute to the development and monitoring of EWOV's strategic direction, business plans, and annual budgets.
- Provide informed input on key issues facing consumers in the energy and water sectors, including affordability, access, vulnerability, policy developments and the transition to net zero, to support Board deliberations and EWOV's strategic decision-making.
- Ensure that the needs and interests of consumers are at the forefront of EWOV's work, including by identifying trends and insights to inform Board discussions.

Governance and Compliance

- Ensure robust corporate governance, risk management, and compliance with legal, regulatory, charter and constitutional requirements.
- Uphold the independence of the Ombudsman and the integrity of EWOV's external dispute resolution scheme.
- Monitor EWOV's performance in delivering fair, independent and effective dispute resolution services.

Board and Committee Participation

- Attend and actively participate in Board meetings, generally expected to be in the range of four to six meetings per year, plus a strategy day and relevant committee meetings.
- Adequately prepare for meetings and contribute to effective decision-making.
- Serve on Board committees as required (e.g., Budget, Remuneration, Risk Management, Nominations).

Stakeholder Engagement

- Maintain close connections with consumer organisations and groups raising public interest issues relevant to electricity, gas and water services.
- Act as an ambassador for EWOV, engaging constructively with consumer organisations, industry, government and community stakeholders, while maintaining independence and avoiding any perception of representing sectional interests.

Ethics and Conduct

- Adhere to the AICD Code of Conduct and EWOV's values, maintaining high standards of integrity, confidentiality, and independence.
- Disclose any conflicts of interest and comply with privacy obligations.

Selection Criteria

- Demonstrated experience in corporate governance, preferably including Board experience.
- Strong understanding of consumer concerns and public interest issues affecting domestic, small business, low-income, culturally and linguistically diverse, and regional consumers.
- Understanding of alternative dispute resolution principles and methods.
- Experience in one or more areas identified by the Nominations Committee as important to maintaining the diversity, integrity and effectiveness of the Board.
- Close connections to Victorian consumer organisations and/or expertise in the consumer policy implications of the transition to net zero in the energy and water sectors.
- Ability to work collaboratively and contribute constructively to Board deliberations.
- Commitment to EWOV's purpose, values, fairness and independence.
- Capacity to meet the expected time commitment for the role, including attending meetings, reading papers, keeping informed about EWOV's operating environment and contributing between meetings where required.

Nomination and Appointment Process

- The Consumer Director is appointed through a process overseen by the Essential Services Commission.
- Applicants should be from groups representing electricity, gas or water consumers, or groups raising public interest issues relevant to these essential services.
- The appointment is for a three-year term, with eligibility for reappointment as per Board policy.
- Appointment and tenure are governed by EWOV's constitutional and governance requirements.

End-of-term Assessment

At the end of each term, the Board will consider the Director's contribution having regard to the expectations set out in this position description, including:

- attendance, preparation and active participation in Board and committee meetings;
- contribution to strategic oversight, governance, risk and financial stewardship;
- ability to bring relevant consumer insight while acting independently and in the best interests of EWOV as a whole;
- constructive engagement with fellow directors, the Ombudsman and management;
- adherence to EWOV's values, confidentiality, conflict of interest and conduct requirements; and
- capacity to meet the ongoing time commitment and remain informed about EWOV's organisational needs and external operating environment.

Legal and Fiduciary Duties

Directors must:

- Act honestly, with reasonable care, skill, and diligence.
- Exercise powers in good faith and in the best interests of EWOV as a whole, while maintaining independence from consumer organisations, stakeholder groups or appointing body interests.
- Avoid improper use of position or information.
- Disclose any substantial material personal or other interests that relate to the company's affairs to the Board and other directors.
- Comply with statutory duties under the Corporations Act 2001 and other relevant legislation.

Time Commitment and Remuneration

- The Board generally meets between four and six times per year, plus a strategy day, with additional committee meetings, workshops or out-of-session matters as required.
- Directors are expected to prepare for meetings by reading papers in advance, keeping informed about EWOV's organisational needs and operating environment, and contributing to matters between meetings where reasonably required.
- Directors' fees are paid quarterly (current rate: approximately \$25,708 per annum plus superannuation).

How We Work Together

We have the courage to do the right thing; We aim high; We are creative; Together, we are different.

Our cultural values set out the way we come together to work. They set our expectations for behaviour at all levels, including senior leadership, managers and our team. We test our decisions and our behaviours against our values at every level.

Equal Opportunity

EWOV is dedicated to our Board representing the diverse Victorian community we serve. Our teams encompass people of all ages, cultures, abilities, sexual orientation and gender identities. As an equal opportunity employer, we are committed to fostering a safe, healthy, and harassment-free workplace for everyone.

Additional Information

EWOV Directors are bound by confidentiality requirements and must sign a confidentiality agreement upon commencement.

EWOV Directors are required to raise any conflicts of interest in accordance with EWOV's Code of Conduct Policy and Procedure.