

Complaints Custodian

Job Description

Date	October 2024
Location / Team	Auckland/Wellington Performance
Reporting to	Director, Editorial Quality and Training
Direct Reports or Functional Relationships (if needed)	
Role Type	Part-time (up to 32 hours per week)

Te Tūrangā - About the Role

You will be responsible for RNZ's vitally important system for formal complaints, ensuring fairness, objectivity, transparency and accountability, and the maintenance of public trust and confidence in our work.

As an independent and commercial-free public service broadcaster, RNZ's purpose is to serve the public interest.

Te Mahi - About the job

Complaints & Standards

- Develop and manage the system and processes for identifying, tracking and reporting on formal complaints
- Manage the process for the response and resolution of formal audience complaints
- Work cooperatively with editorial and content teams to respond to formal complaints
- Work closely with the Director, editorial quality and training to lift knowledge and skills
- Develop and deliver effective complaint handling protocols and criteria for internal reconsideration of complaints
- Recognise potentially sensitive content issues and act appropriately
- Appraise the adequacy of the action by management to correct reported matters; endorsing

corrective action; or engaging with appropriate management on action is considered inadequate, until there is a satisfactory resolution of the matter.

- Report findings to the exec and board
- Monitor RNZ's policies and procedures for managing its relationship with audiences, particularly with regard to complaints and recommend changes where required
- Advise senior managers on matters relating to editorial policy in the context of complaints
- Participate in any industry-related reforms, reviews and or new regulatory frameworks which have an impact on RNZ
- Manage RNZ's response to Official Information Act requests
- Responsibility for two part-time colleagues

Staff leadership and development

- Implement people strategies, policies, systems and initiatives in the area of responsibility including monitoring performance objectives within people reporting through this role; providing clarity of individual objectives and accountabilities.
- Maintain an oversight of the development and training needs for team members to facilitate the development.
- Maintain appropriate communication for the effective flow of information to kaimahi.
- Provide effective management and support of direct reports.
- Helps make all team relationships work

- Works in a consultative and positive manner
- Manages disagreement in a constructive way, avoiding unpleasant confrontations
- Explains their reasoning so others can understand
- Accepts differences and looks for the positive

Health and Safety

- Participate in RNZ's Health, Safety and Wellness Programme
- Take responsibility for own health and safety and that of others
- Comply with the Health & Safety policies and guidelines and complete responsibilities relating to the Health & Safety Business Plan.

Emergency Management / Lifeline Utility Role

- To maintain broadcast continuity in an emergency, you may be required to carry out other duties suited to your skills and experience. This may involve you being temporarily relocated to another RNZ site if required, usually in a major city.

Organisational

- Be aware of and adhere to RNZ's Policies, including the Editorial Policy, Social Media Policy, Dignity at Work Policy and Code of Conduct.
- Displays a high level of initiative, effort and commitment to RNZ and its Charter
- Participate in promotions or awards which help promote RNZ's image and profile.
- Actively participate in and contribute to the development and achievement of own performance targets and the review of work priorities to achieve the organisation's goals and objectives.
- Act in a manner consistent with Equal Employment Opportunities principles and practices.

Ōu Pūkenga - About You

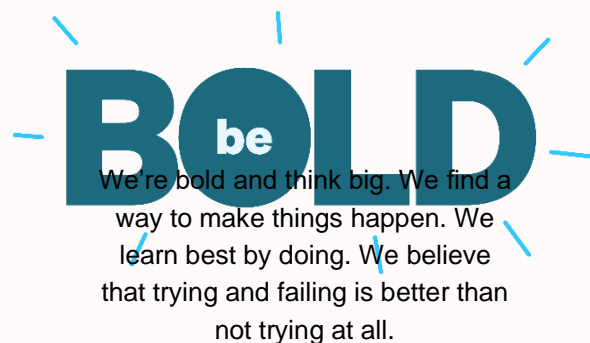
Qualifications	<ul style="list-style-type: none">• Tertiary Qualification or related qualifications.
Knowledge & Experience	<ul style="list-style-type: none">• Extensive editorial/content making or comparable experience in a complaints-based body or regulatory field.• Experience considering difficult editorial issues and responding to audiences;

	<ul style="list-style-type: none"> • Experience developing and maintaining effective working relationships with external parties, most importantly the public, stakeholders and media at all levels; • Ability to teach others and share your knowledge; • Experience with the Official Information Act; • Experience of Māori heritage or perspectives welcomed; • Demonstrable understanding of editorial standards and policies. • Keeps current in specialist or technical areas
<p>Skills</p>	<ul style="list-style-type: none"> • Independent thinking: models fair and objective methods, holds unwaveringly to evidence-based outcomes. • Strong interpersonal and communication skills • Exercise sound judgement and act decisively • Think and act strategically • Analytical and problem-solving skills • Great at building lasting relationships • Can take complex material and explain it in straight-forward way. • Ability to prioritise competing tasks and manage time effectively, including experience managing projects. • Approaches each situation with a clear perception of limits and actual conditions in the context of their job and the organisation • Makes connections between issues and allows flexibility in solutions • Fulfils objectives communicated from the business plan • Thinks creatively
<p>Personal Attributes</p>	<ul style="list-style-type: none"> • Calm and reasoned when confronted with multiple viewpoints. • Shows prudence and perspective in forming judgements, and flexibility in designing solutions, acting in an ethical way • Recognises the value of cultural and community diversity • Able to use initiative and adapt to changing priorities and demands. • Will work collaboratively, displaying core RNZ values in terms of attitude, behaviour and treatment of colleagues and our audiences. • Accepts differences, avoiding blame and looking for the positive. • Ability to interact well with other people. • Can work effectively without supervision and as part of a team.

Te Arurea - Our Culture

RNZ Attitudes

RNZ Attitudes are all about how we work. These attitudes are how we demonstrate our culture through our everyday actions, behaviour and decisions. They drive how we do things, what we value and what's expected of us. They exist so that RNZ is a culture for everyone to enjoy and flourish in.



Leadership Expectations

Our Leadership Expectations outline how we expect our leaders to show up, leading their teams, creating an inclusive and constructive culture and enabling the delivery of our strategy. We have determined four critical capabilities that we need to focus on:

Connect to purpose and set direction	Drive performance and innovation	Engage and develop your team	Foster belonging and inclusion
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- Understand and communicate RNZ's charter & strategic goals
- Create a connected team purpose
- Create line of sight. Set goals aligned to department and RNZ priorities
- Support your team to achieve goals
- Communicate consistently and often

- Facilitate your team's mahi with our audiences in mind
- Support your team to work collaboratively to achieve goals
- Leverage team expertise across RNZ
- Encourage your people to try things, adapt and innovate
- Enable your team to grow and challenge existing thinking and practices

- Have meaningful development conversations
- Coach others and give feedback, be courageous
- Prioritise learning and development opportunities
- Influence and interact with others constructively
- Resolve conflict and issues with empathy and accountability
- Celebrate success
- Prioritise resilience and wellbeing

- Champion the importance of RNZ initiatives that support us to represent and respect diverse communities in our content
- Honour our Te Tiriti and Rautaki Māori commitments
- Role model the RNZ attitudes
- Facilitate your team to strengthen our constructive and inclusive culture
- Foster an environment where people feel safe to be themselves and speak up