

# Our People and What We Do

BFSO employs 44 staff, who undertake a variety of jobs within the organisation. Staff members contribute, on a number of levels, to the resolution of disputes between consumers and members.

## **Administrative Support (4)**

The administrative support staff provide personal assistant services to the Ombudsman and reception, mail and file maintenance services for the Scheme. They contribute to case management by documenting all incoming correspondence to the office on the Scheme's case management database.

## **Banking Advisor (1)**

The banking advisor is responsible for providing a level of banking expertise to supplement the skills of the staff and to enhance the quality of service delivered. The banking advisor provides advice to the Ombudsman and staff on banking practice standards, technical knowledge of banking and banking procedures and systems.

## **Case Managers (13)**

Case managers are responsible for resolving disputes between members and their customers. They investigate disputes and resolve them through the production of written findings, facilitating negotiation between the parties as well as convening conciliation conferences so that resolution is reached within reasonable time frames.

## **Case Officers (14)**

Case officers provide the telephone service to the public in which they offer information about BFSO jurisdiction and procedures and provide callers with appropriate referral to members of the Scheme. Case officers classify and summarise written disputes as well as investigating some disputes not resolved by members.

## **Communication Systems Manager (1)**

The communication systems manager ensures the provision of quality telephone services through the management of call flow traffic, the review and improvement of telephone processes, including the Banking Insurance and Investment Assist ('BIIA') service. He is also responsible for the maintenance of the website, the electronic communication within BFSO, as well as technical support for special projects.

## **Finance Manager and Company Secretary (1)**

The finance manager and company secretary is responsible for the preparation of the Scheme's annual budget and arranging the funding of the Scheme from members. Other responsibilities include the maintenance of all finance records and the company register, and the preparation of the Scheme's financial statements.

## **General Manager (1)**

The general manager contributes to BFSO policy direction, case management quality assurance as well as the management of internal and external relationships.

## **Information Systems Manager (1)**

The information systems manager has responsibility for the information technology infrastructure of the office of BFSO. The information systems manager undertakes the statistical reporting for the performance of the Scheme within the BFSO office as well as to members, the BFSO Board and other stakeholder groups.

## **Legal Counsel (3)**

The legal counsel group, which includes the general counsel, provides legal advice to the Ombudsman. The group also provides legal advice and quality assurance services to case managers and case officers to ensure all relevant legal principles and jurisdictional issues are considered during dispute resolution. The legal counsel group also contributes to the education of BFSO stakeholders and the training of BFSO staff.

## **Ombudsman (1)**

The Ombudsman is the chief executive officer of BFSO and his principal powers and duties are to consider disputes within the Scheme's Terms of Reference and to facilitate the satisfaction, settlement or resolution of such disputes.

## **Policy Advisor (1)**

The policy advisor is part of the team which develops internal and external policy. The policy advisor is responsible for the management of systemic issues, ensuring that all systemic issues are registered centrally for reporting purposes and reporting quarterly to ASIC on such issues. The policy advisor also coordinates the publication of BFSO materials, including writing the Scheme's annual report, and the development of the Scheme's website.

## BFSO Organisational Chart 2003

### Privacy Officer

Responsibility for privacy issues is undertaken by one of our case managers. The privacy officer formulates policy on privacy issues and monitors compliance with the Scheme's legal obligations.

### Referral Centre Enquiries Officers (2)

The referral centre enquiries officers are responsible for answering all calls received by the BIIA service. The referral centre enquiries officers direct callers through to the participating scheme with the most appropriate jurisdiction or to other more appropriate organisations.

### Team Leader – Complaints (1)

The team leader – complaints provides leadership and case management support to case officers, in addition to producing assessments of disputes and monitoring case officers' caseloads.

### Training & Development Coordinator

Responsibility for training and development of BFSO staff is undertaken by one of our case officers as part of her task allocation. The training and development coordinator identifies training needs and in conjunction with the legal counsel group and the banking advisor, coordinates training programs on new and emerging legal and banking issues and other relevant areas of professional development for the continuing education of BFSO staff.

