

# Position Description

**Job title:** Assistant Complaints Investigation and Privacy Officer (Assistant CIPO)  
**Date:** May 2025  
**Group:** Practice team  
**Location:** Auckland  
**Reports to:** Complaints Investigation and Privacy Officer

## Position Purpose

This role supports the Complaints Investigation and Privacy Officer (CIPO) in managing complaints, privacy services, and customer feedback for Fair Way. It ensures compliance with legislative and business requirements while upholding our commitment to fair, transparent, and trusted dispute resolution.

Fair Way strives to be a best practice leader in complaint management and privacy practices, and the Assistant CIPO role helps support our strategy to achieve and maintain this positioning.

## Position Dimensions

<b>Budget</b>	Nil
<b>Staff</b>	No direct staff responsibilities
<b>Internal relationships</b>	<ul style="list-style-type: none"> <li>• Senior Management team members</li> <li>• Operations Management team</li> <li>• Digital Manager</li> <li>• All other Fair Way staff members</li> </ul>
<b>External relationships</b>	<ul style="list-style-type: none"> <li>• Office of the Privacy Commissioner</li> <li>• Industry and sector organisations</li> <li>• Privacy and complaint business networks</li> </ul>

## Position Responsibilities

- Assist in investigating and resolving complaints in line with Fair Way's policies and procedures.
- Oversee and collate customer feedback forms, responding as needed and escalating where appropriate.
- Assist in triaging the complaints and privacy inboxes, responding to enquiries and escalating where necessary.
- Support official information and privacy requests), ensuring compliance with relevant legislation and company standards.
- Maintain accurate records and documentation related to complaints and privacy matters.
- Provide administrative support, including drafting correspondence, preparing reports, and managing files.
- Collaborate with Operations and Practice to ensure effective resolution of complaints and privacy-related inquiries.
- Monitor trends and identify opportunities for process improvements in complaints management and privacy compliance.
- Assist with training and awareness initiatives regarding privacy and complaints processes.
- Uphold Fair Way's commitment to fairness, transparency, and professionalism in dispute resolution.

## Technical capability and experience requirements

- Knowledge of statutory interpretation and application of legislation.
- Excellent analytical and problem-solving skills.
- High attention to detail with effective record-keeping abilities.
- Strong written and verbal communication skills.
- Ability to work collaboratively in a team-oriented environment.

## Behavioural requirements

- Is self-motivated, proactive and responds with urgency when required.
- Can quickly build rapport with a wide range of people and establish credibility and trust with decision makers.
- Can work independently and seek out guidance as required.
- The capacity to listen, test and adapt while applying professionalism and expertise.
- Relationship management skills that demonstrate integrity, empathy and innovation.
- Proven resilience and adaptability and the ability to keep the focus on short and long-term goals.
- Someone who will live and nurture the Fair Way brand and story.