

From: [UNE-peopleandculture](#) on behalf of
To:
Subject: [Une-peopleandculture] Expression of Interest - UNE Ombudsman
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UNE Ombudsman

Expression of Interest

Calls for expressions of interest are invited from current Level D or E permanent, fixed term, and casual Academic staff for the position of UNE Ombudsman.

This senior Academic role is an appointment up to 0.4 FTE for a period of one year.

About the Role

The Ombudsman functions as an independent, informal resolution mechanism operating outside the University's formal complaints and Enterprise Agreement frameworks. The role serves two primary contexts: first, when mediation is identified as a potential pathway before formal complaints processes are initiated; and second, when the formal complaints systems have proven unable to resolve a matter, and the Ombudsman has worked to ameliorate the situation and bring parties to a resolution point suitable for Vice-Chancellor and Director of People and Culture intervention. As a listening resource accessible to staff and students outside formal processes, the Ombudsman provides independent advice to senior leadership – including the Vice-Chancellor and Director of People and Culture, who retain full decision-making authority regarding all outcomes and next steps. Critically, the Ombudsman maintains no involvement during formal complaint or investigation processes and carries no independent decision-making authority, ensuring the role remains complementary to rather than duplicative of established governance frameworks.

Applicants should note that appointment to this role may require agreement on workload reallocation, and this should be discussed with the Head of School.

Please note that your reporting line will remain with your current supervisor for the duration of this appointment.

About you

To be successful in this role, you will have:

A combination of interpersonal, analytical and procedural competencies. The individual must demonstrate exceptional listening and empathy skills, coupled with the ability to remain impartial and build trust with parties. Strong emotional intelligence, confidentiality management, and cultural sensitivity are essential, as is the capacity to de-escalate tension and facilitate understanding between conflicting parties. The Ombudsman must also possess excellent judgment regarding when matters have reached an impasse requiring escalation, alongside the integrity and professional boundaries necessary to maintain the role's credibility and independence. Finally, strong written and verbal communication skills are essential to articulate complex situations and recommendations clearly to the Vice-Chancellor and Director of People and Culture, ensuring leadership can make informed decisions about pathway forward.

Enquiries and additional information

To discuss this role please contact Anthea White, Director People and Culture, via email: director-pandc@une.edu.au

Salary:

Will be the applicant's current academic level.

TO SUBMIT AN APPLICATION

If you would like to express interest in this role, please submit your expression of interest demonstrating how you meet the following criteria:

- **Interpersonal effectiveness:** Exceptional listening and empathy skills, with the ability to remain impartial, build trust, demonstrate cultural sensitivity, and de-escalate conflicts.
- **Communication and judgment:** Strong written and verbal communication skills to articulate complex situations

clearly to senior leadership, combined with sound judgment about when escalation is required.

- **Professional integrity:** Demonstrated integrity, professional boundaries, and confidentiality management practices that maintain credibility and independence.
- **Process knowledge:** Sound understanding of the UNE complaints process and formal frameworks to identify appropriate pathways for mediation and escalation.
- **Problem-solving capability:** Strong analytical and problem-solving skills to identify root causes and resolve complex organizational issues

Please submit your expression of interest directly to director-pandc@une.edu.au by Midnight, Sunday 5 April 2026

[Link to Privacy Statement](#)



People and Culture

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