CUSTOMER EXPERIENCE CONSULTANT

BRANCH/UNIT	Sydney Region - Northern Sydney RTO
TEAM	Bradfield Senior College
LOCATION	Bradfield Campus
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 3
POSITION NO.	TBA
ANZSCO CODE	531111 PCAT CODE TBA
TAFE Website	www.tafensw.edu.au

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Customer Experience Consultant is responsible for supporting the customer lifecycle process and providing a broad range of administrative support services to contribute to TAFE NSW strategic objectives, maximise student enrolments and support a culture of excellence in customer service.

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3. KEY ACCOUNTABILITIES

1. Provide support to the customer lifecycle process such as initial enquiries, enrolment, on-boarding, ongoing customer consultation and administration to ensure a proactive, customer focused service that maximises customer engagement, issue resolution, acquisition, enrolment completion and retention.
2. Provide a broad range of high quality administrative support services to stakeholders at Bradfield College and TAFE NSW including correspondence, submissions, system administration and other services to foster a collaborative approach with stakeholders that ensures a positive customer lifecycle experience.
3. Provide informed, targeted and timely course information advice to customers to maximise engagement and assist customers with vocational education and training decisions.
4. Support the development and ongoing improvement of the customer lifecycle process including recommending changes to procedures and information to ensure a structured, cohesive and comprehensive customer engagement strategy that delivers a customer centric experience.
5. Promote products and services throughout the customer lifecycle to increase customer uptake of products and services to contribute to customer satisfaction, revenue and business growth opportunities.
6. Build and maintain effective working relationships and networks within the customer experience team and various business units to ensure consistent delivery of policies, processes and procedures across the Bradfield College and TAFE NSW.
7. Support the delivery of campus events and activities at Bradfield College and TAFE NSW to contribute to event and activity success and customer engagement.
8. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
9. Place the customer at the centre of all decision making.
10. Work with the Line Manager to develop and review individual performance management and review plans

4. KEY CHALLENGES

- Prioritising workload and balancing competing demands and high volumes of work during peak periods to ensure high levels of support and high quality customer experience.
- Maintaining knowledge of currency of systems, products and services to ensure that accurate information is provided to customers and stakeholders.
- Maintaining confidentiality of customer information to ensure compliance with state and federal government legislation.
- Working flexibly as required and maintaining a collaborative approach with stakeholders to meet the requirements of the Customer Experience Team and the customer engagement objectives.
- Identifying customer segment target markets to ensure that appropriate services and support are provided.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Customer Experience Coordinator	• Receive advice, guidance and direction. • Consult to enhance implementation of customer services and processes to refine timelines

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Customer Experience Team Leader	• Consult to establish work priorities and seek advice, guidance and approval on a range of issues
College Director	• Liaise to provide updates to management and to obtain strategic work priorities.
ICT & Communications	• Liaise to report errors and assist in the implementation of upgraded applications.
Finance	• Liaise to understand financial policies and budget limitations and allocation.
Faculties	• Liaise to exchange information regarding product and service offerings.

External

Customers	• Liaise to provide information on courses, products and services offered at all campuses
Members of the Public, Suppliers and College Visitors	• Provide quality customer services to meet the varied needs of individual customers.

6. POSITION DIMENSIONS

Reporting Line: Customer Experience Team Leader

Direct Reports: Nil
Indirect Reports: Nil

Financial delegation: TBA
Budget/Expenditure: TBA

Decision Making:

- Makes decisions that may have a minor impact externally within defined parameters and based on sound subject matter knowledge and professional judgment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Effective and well developed written and oral communication skills, including the ability to exercise discretion, initiative and maintain confidentiality.
2. Experience in working in a customer focused environment, requiring flexibility and adaptability to solve problems.
3. Ability to utilise a range of corporate applications and customer management systems.
4. Ability to interpret and apply a broad range of policies and procedures.
5. Demonstrated organisational and analytical skills whilst working independently, as well as within a team member.
6. Willingness to travel within the Northern Sydney RTO when required.
7. Ability to address and meet focus capabilities as stated in the Position Description.

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8. CAPABILITIES

NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the NSW Public Sector Capability Framework. The capabilities **in bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational **>** Intermediate **>** Adept **>** Advanced **>** Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
Personal Attributes	Display Resilience & Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	**Foundational**
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Foundational**
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	Deliver Results	Foundational
	Plan And Prioritise	Foundational
	Think and Solve Problems	**Foundational**
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

FOCUS CAPABILITIES

The focus capabilities for the Customer Experience Consultant are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Foundational	• Be willing to develop and apply new skills. • Show commitment to completing work activities effectively. • Look for opportunities to learn from the feedback of others.
Relationships Communicate Effectively	Foundational	• Speak at the right pace and volume for varied audiences. • Allow others time to speak. • Display active listening. • Explain things clearly.

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		• Be aware of own body language and facial expressions. • Write in a way that is logical and easy to follow.
Results Think and Solve Problems	Foundational	• Find and check information needed to complete own work tasks. • Identify and inform supervisor of issues that may impact on completion of tasks. • Escalate more complex issues and problems when these are identified. • Share ideas about ways to improve work tasks and solve problems. • Suggest improvements to work tasks for the team.
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks. • Apply practical skills in the use of relevant technology. • Make effective use of records, information and knowledge management functions and systems. • Understand and comply with information and communications security and acceptable use policies. • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies.

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