

Role Description

Service Delivery Coordinator



Customer
Service

Cluster	Customer Service
Department/Agency	Department of Customer Service
Division/Branch/Unit	Better Regulation Division / NSW Fair Trading / Rental Bonds
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	149212
PCAT Code	1119192
Date of Approval	August 2019

Primary purpose of the role

Lead and manage a team to ensure effective service delivery by allocating and coordinating workflows, ensuring all team members are trained, identifying and eliminating errors and planning for continuous improvement.

Provide support to the business unit in the form of project co-ordination, staff management and various financial and administrative duties when required.

Key accountabilities

- Lead and manage a team to ensure it operates efficiently and effectively and contributes to Branch/Unit objectives, allocating work within the team and undertaking more complex matters
- Develop and implement systems and procedures to ensure the achievement of team objectives consistent with Rental Bonds service commitments and quality management principles
- Translate legislative and organisational requirements into operational policies and procedures with a commitment to continuous improvement, reviewing staff performance, providing feedback, arranging appropriate courses and ensuring staff are coached and mentored when required
- Monitor, analyse and evaluate work volumes, report new or emerging issues or trends which may include statistical results and recommend changes and strategies to enhance team activities and services
- Prepare high level submissions and complex correspondence as required
- Undertaking and participate in various projects as required
- Develop and maintaining co-operative and productive working relationships with key stakeholders and external service providers ensuring optimum delivery of services

Key challenges

- Leading a team within a high volume, high pressure environment, determining priorities and completing projects within tight timeframes
- Maintain knowledge of a wide range of corporate initiatives and organisational strategies, plans and objectives to respond quickly to changing circumstances and priorities
- Developing processes and plans to enhance team efficiency, acting as a change agent leading staff through change and determining solutions to problems as they arise

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Escalate issues, keep informed, advise, receive guidance and instructions• Participate in discussions and decisions regarding Rental Bonds processes, priorities and initiatives
Work Team	<ul style="list-style-type: none">• Encourage team members to work collaboratively to achieve business outcomes• Guide and manage performance• Support team members and work collaboratively to contribute to achieving the team's business outcome• Participate in meetings to share information and provide input on issues
Client/Customer	<ul style="list-style-type: none">• Address/respond to queries and provide solutions where possible, or redirect query to relevant area• Provide information and advice
External	
Client/Stakeholders	<ul style="list-style-type: none">• Develop and maintain effective working relationships and open channels of communication• Consult, provide and obtain information• Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Service Delivery Manager, Rental Bonds

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

Satisfactory criminal record history check

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Foundational
	Project Management	Intermediate
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Foundational

Focus capabilities

The focus capabilities for the role 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 role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required
Business Enablers Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Identify opportunities to use a broad range of communications technologies to deliver effective messages Understand, act on and monitor compliance with information and communications security and use policies Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Support compliance with the records, information and knowledge management requirements of the organisation
People Management	Intermediate	<ul style="list-style-type: none"> Ensure that roles and responsibilities are clearly communicated

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Manage and Develop People		<ul style="list-style-type: none">• Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks• Develop team capability and recognise and develop potential in people• Be constructive and build on strengths when giving feedback• Identify and act on opportunities to provide coaching and mentoring• Recognise performance issues that need to be addressed and work towards resolution of issues