Role Description
Customer Service Officer

Cluster	Education
Agency	Department of Education
Division/Branch/Unit	Skills and Higher Education / Training Services NSW / Regional Operations
Location	Various Metropolitan and Regional Centres
Classification/Grade/Band	Clerk Grade 1/2
Role Number	221329
ANZSCO Code	531111
PCAT Code	1117172
Date of Approval	2018
Agency Website	www.det.nsw.edu.au

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Training Services NSW leads and manages the implementation of funded vocational education and training programs and services across the NSW training market including contracting and funding providers, quality assurance, leading reforms and administering apprenticeships and traineeships and Aboriginal programs.

The Branch also has a major role in industry and community relations and in supporting the business operations and systems, including forecasting, budget management, accounting and reporting activities for the large VET budget.

The Branch has frontline staff in 9 Regional Centres who manage relationships with providers and employers and implement and administer funded vocational education and training programs and services across the State.

Primary purpose of the role

Provides general information to the customers and members of the public on apprenticeships, traineeships and vocational education and training programs and services, and provides clerical and administrative support to the Regional Centre.

Key accountabilities

- Provide administrative and clerical support to the regional centre team including maintenance of office equipment, sorting and distribution of mail and related services to support the efficient operation of the Regional Centre.
- Maintain the filing, storage and archiving of customer records to ensure compliance with departmental records management systems.
- Liaise with regional centre staff to provide information and assist in the resolution of customer enquiries and issues.

- Provide accurate word processing, spreadsheet and data entry support to assist the efficient operation of the Regional Centre.
- Process invoices and claims in accordance with financial regulations, delegations and procedures to ensure appropriate and quality service provision.
- Assist in the compilation of reports to support the effective operation of the Regional Centre.
- Prepare routine correspondence, briefings and reports to support the effective operations of Regional Centre.

Key challenges

- Working in a high volume work area and meeting competing demands to ensure deadlines are met to the required timeframe and standard.
- Responding to a range of customers and other enquiries and determining the appropriate response and/or person to respond.
- Maintaining up to date databases and record systems to ensure that data is available for monitoring and reporting purposes.

Key relationships

Who	Why
Internal	
Senior staff in Training Services NSW and senior managers across the Department	• Support effective working relationships to support the delivery of effective customer service.
External	
Stakeholders including the general public, apprentices, trainees, other students and their employers	• Support effective working relationships to support the delivery of effective customer services. • Provide accurate and timely information and advice.

Role dimensions

Decision making

The role makes decisions and acts independently in relation to routine administrative and clerical duties, provided the decisions are in accordance with legislation and department policy and the plans and priorities of Training Services NSW. In this context the role:

- establishes daily work routines in relation to the core functions of the role;
- completes tasks in consultation with team members and in accordance with the priorities determined by the supervisor;
- exercises good judgment in responding to general external and internal enquiries and refers complex or contentious issues to relevant team members;
- consults with the supervisor where clarification of priorities is required or sensitive or contentious issues arise.

Reporting Line

The role reports to the Regional Manager.

Direct reports

The role has no direct reports.

Budget/Expenditure

The role has financial delegations in accordance with the Department's policy.

Essential requirements

- A Working with Children Check is an essential requirement for this role. The role has been identified as requiring a check in keeping with the *Child Protection (Working with Children) Act 2012.*

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. Further information about the NSW Capability Framework can be found at http://www.psc.nsw.gov.au/Sector-Support/Capability-Framework.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and 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	Intermediate
	Think and Solve Problems	Foundational
	Demonstrate Accountability	**Foundational**
Business Enablers	Finance	Foundational
	Technology	**Foundational**
	Procurement and Contract Management	Foundational
	Project Management	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	Foundational	- Behave in an honest, ethical and professional way

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Act with Integrity		• Take opportunities to clarify understanding of ethical behaviour requirements • Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Speak out against misconduct, illegal and inappropriate behaviour • Report apparent conflicts of interest
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Demonstrate Accountability	Foundational	• Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified
Business Enablers Technology	Foundational	• Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology

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