

Role Description

Assistant Manager, Solutions



Independent
Review Office

Cluster	Customer Service
Agency	Independent Review Office
Classification/Grade/Band	Clerk 9/10
ANZSCO Code	224999
PCAT Code	1119192
Date of Approval	February 2021

Primary purpose of the role

Manage and coordinate a team to provide customer focused dispute resolution services and assess, investigate and report on escalated complaints to improve service delivery, quality assurance and risk management.

Key accountabilities

- Manage a team of frontline dispute resolution officers dealing with enquiries and complaints to achieve customer-focussed outcomes.
- Develop and build collaborative relationships and partnerships with new and existing customers and stakeholders to achieve business outcomes
- Monitor and report on the performance of the team to inform decision making, allocation of resources and support the achievement of organisational objectives
- Develop and provide recommendations and solutions in relation to communication strategies, plans and campaigns to meet organisational objectives.
- Develop and provide recommendations and solutions in relation to escalated complaints and enquiries and the application of internal policies to meet organisational objectives
- Collect and compile information and prepare documentation and correspondence in line with quality and organisational requirements to support information flow and informs decision making
- Maintain awareness of issues, insights, challenges, opportunities and industry trends and practices to recommend innovative solutions that optimise outcomes, contribute to best practice and meet organisational and government priorities
- Encourage a supportive culture and collaborative team environment to build internal expertise, capability and skills in delivering quality outcomes in line with relevant legislation and business plans

Key challenges

- Being responsive and resilient in a changing environment with competing demands
- Assisting with identification of needs while delivering services and solutions which promote the organisation's ability to meet its long-term goals in compliance with complex legislative requirements
- Creating and maintaining effective working relationships with other government organisations that operate within the same complex legislative framework but with different functions and responsibilities while delivering responsive customer experience

Key relationships

Who	Why
Internal	
Manager and Director	<ul style="list-style-type: none"> • Provide advice and contribute to decision making • Identify emerging issues/risks and their implications, and propose solutions • Receive guidance and provide regular updates on key projects issues and priorities
Work team	<ul style="list-style-type: none"> • Support team members and work collaboratively to contribute to achieving business outcomes • Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice • Represent work group perspective and share information • Managing rosters to ensure service delivery
Customers/Stakeholders	<ul style="list-style-type: none"> • Provide expert advice on escalated matters • Consult and collaborate to define mutual interests and determine strategies to achieve their realisation • Manage the flow of information, seek clarification, and provide customer focused advice and responses to ensure prompt resolution of issues
External	
Customers/Stakeholders/Service Providers	<ul style="list-style-type: none"> • Contribute to updates on policy proposals • Consult and collaborate to define mutual interests and determine strategies to achieve their realisation • Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards
Other NSW Government Agencies	<ul style="list-style-type: none"> • Participate in meetings and represent the organisation's perspective • Provide and share information, discuss and seek input on matters or issues • Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Director. It refers to a Director's 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. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting line

Director

Direct reports

Varied.

Budget/Expenditure

As per Independent Review Office Delegations

Essential requirements

- Appropriate tertiary qualifications or demonstrated, equivalent, relevant professional experience in managing teams and dealing with customer complaints

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Remain composed and calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in response to strong contrary views • Accept criticism of own ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues 	Advanced
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community 	
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> Use facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Respond constructively to conflict and disagreements and be open to compromise Keep discussions focused on the key issues 	Intermediate
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes Make sure staff understand expected goals and acknowledge staff success in achieving these Identify resource needs and ensure goals are achieved within set budgets and deadlines Use business data to evaluate outcomes and inform continuous improvement Identify priorities that need to change and ensure the allocation of resources meets new business needs Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Research and apply critical thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience Seek contributions and ideas from people with diverse backgrounds and experience 	Adept

FOCUS CAPABILITIES


Capability group/sets	Capability name	Behavioural indicators	Level
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness 	Adept
		<ul style="list-style-type: none"> Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes Adjust performance development processes to meet the diverse abilities and needs of individuals and teams Develop work plans that consider capability, strengths and opportunities for development Be aware of the influences of bias when managing team members Seek feedback on own management capabilities and develop strategies to address any gaps Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way Monitor and report on team performance in line with established performance development frameworks 	

Complementary capabilities




Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate