

Role Description

Operations Officer



Cluster	Customer Service
Agency	Service NSW
Division/Branch/Unit	Service Delivery/Operations
Classification/Grade/Band	Service NSW Grade 7/8
ANZSCO Code	224912
PCAT Code	1111192
Date of Approval	September 2020

Agency overview

Service NSW is making it easier for people and businesses across NSW to access government services. Since launching in July 2013, we have successfully transformed and streamlined NSW Government service delivery with cutting edge digital solutions and an award-winning culture of passion and teamwork.

Our customer-centric solution offers simpler and faster access to government transactions through our digital channels, a 24/7 phone service and an expanding network of service centres. We currently partner with over 50 agencies to offer over 1,000 NSW Government transactions.

Primary purpose of the role

Responsible for the day to day operational contact point and transactional compliance for Service NSW and partner agencies. The position also provides support for frontline channels and monitors quality and compliance trends through data analysis and quality assurance programs

Key accountabilities

- As the key operational contact for partner agencies , ensure the resolution of outstanding customer transactional issues in a timely manner to enable the delivery of a quality customer experience.
- Capture, track and monitor trends in transactional compliance through data analysis to address identified errors/issues and feedback , and enhance service delivery .
- Prepare high level reports for a range of audiences to support informed decision making and planning
- Contribute to the design and implementation of a culture of continuous customer service improvement initiatives , including re-engineering and change to embed a strong customer culture through excellent service and quality at an optimal cost to serve
- Provide input into the delivery of new products and services from agencies for all Service Delivery Channels to ensure they meet service delivery standards and deliver optimal customer outcomes
- Represent Service NSW at agency meetings to discuss emerging issues and ways forward and to identify potential enhancements or improvements to policies or procedures
- Foster and maintain positive relationships with key stakeholders to achieve the most appropriate outcomes for the customer and the Organisation

Key challenges

- Building and maintaining professional relationships and building trust with diverse stakeholders and partners, considering their varying expectations, viewpoints and interests
- Balancing conflicting priorities in a high-pressure operational environment
- Working independently, using initiative and judgement to provide high quality, accurate and professional timely service while adhering to strict timeframes

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Provide expert advice and guidance on complex complaints issues • Escalate issues, keep informed, advise, receive guidance and instructions • Participate in discussions and decisions regarding complaints management and emerging issues or trends
Work Team	<ul style="list-style-type: none"> • Encourage team members to work collaboratively to achieve business outcomes • Represent work group perspective and share information • Support team members and work collaboratively to contribute to achieving the team's business outcomes • Participate in meetings to share information and provide input on issues
Customer/Stakeholder	<ul style="list-style-type: none"> • Provide expert advice to achieve business outcomes • Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues • Address/respond to queries and provide solutions where possible, or redirect query to relevant area
External	
Customers/ Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication to support the effective resolution of customer issues • Address/respond to queries where possible, or redirect relevant party for review and resolution • Contribute to a client-focused approach to service delivery
Partner Agencies	<ul style="list-style-type: none"> • Provide advice and support • Resolve 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 Manager 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

This role reports to the Manager, Operations.

Direct reports

Nil

Budget/Expenditure

As per the Customer Service Delegations

Capabilities for the role

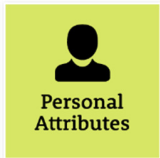
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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.

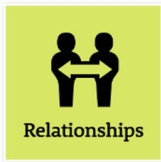
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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
	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">• Be flexible and adaptable and respond quickly when situations change• Offer own opinion and raise challenging issues• Listen when ideas are challenged and respond appropriately• Work through challenges• Remain calm and focused in challenging situations	Intermediate
	Communicate Effectively	<ul style="list-style-type: none">• Tailor communication to diverse audiences• Clearly explain complex concepts and arguments to individuals and groups	Adept



Communicate clearly, actively listen to others, and respond with understanding and respect

- 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

Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Focus on providing a positive customer experience
- Support a customer-focused culture in the organisation
- Demonstrate a thorough knowledge of the services provided and relay this knowledge 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
- Cooperate across work areas to improve outcomes for customers

Intermediate

Work Collaboratively

Collaborate with others and value their contribution

- Build a supportive and cooperative team environment
- Share information and learning across teams
- Acknowledge outcomes that were achieved by effective collaboration
- Engage other teams and units to share information and jointly solve issues and problems
- Support others in challenging situations
- Use collaboration tools, including digital technologies, to work with others

Intermediate



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Understand the team and unit objectives and align operational activities accordingly
- Initiate and develop team goals and plans, and use feedback to inform future planning
- Respond proactively to changing circumstances and adjust plans and schedules when necessary
- Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
- Accommodate and respond with initiative to changing priorities and operating environments

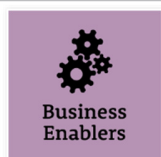
Intermediate

Think and Solve Problems

Adept

Think, analyse and consider the broader context to develop practical solutions

- 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
- 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



Project Management

Understand and apply effective planning, coordination and control methods

- Perform basic research and analysis to inform and support the achievement of project deliverables
- Contribute to developing project documentation and resource estimates
- Contribute to reviews of progress, outcomes and future improvements
- Identify and escalate possible variances from project plans

Intermediate




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
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate

 <p>Relationships</p>	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 <p>Results</p>	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 <p>Business Enablers</p>	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	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	Foundational