

Role Description

Business Operations Coordinator



Customer
Service

Cluster	Customer Service
Department / Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 7/8 and Service NSW Grade 7/8
ANZSCO Code	599999
PCAT Code	1227183
Date of Approval	February 2020

Primary purpose of the role

Oversee the provision of and provide high-level business, administrative and support services to facilitate the efficient delivery of business operations and services to agreed standards.

Key accountabilities

- Oversee and coordinate the delivery of business, administrative and support services to ensure the business needs of the Branch/Unit are met
- Prepare a range of documents ensuring accurate and on-time delivery and compliance with organisational standards
- Monitor and address complex and/or sensitive enquiries and issues, including those that are escalated, to ensure the timely and effective resolutions of issues
- Develop, implement, review, recommend improvements and update administrative systems, processes and policies to ensure currency and compliance with agency standards, policies and procedures
- Manage and coordinate the collection and collation of information and documentation on business unit performance, and make recommendations to improve efficiency, cost management and service delivery
- Coach staff on policies, procedures and business systems in order to ensure the efficient, effective and compliant operations
- Establish and maintain customer relationships and collaborative networks through effective communication, negotiation and issues management to support optimal service delivery and the on time delivery of projects and initiatives
- Maintain awareness of relevant issues, policy obligations, insights, challenges, trends and opportunities to recommend innovative solutions that optimise outcomes and contribute to a best practice business support function in line with organisational and government priorities

Key challenges

- Balancing the administrative service needs of unit staff consistently, given the high volume of work, the number of staff seeking services from the team, and the need to address ad hoc requests and unforeseen issues

- Keeping up to date with legislation, policies, procedures and guidelines to provide accurate information and a positive customer experience while ensuring compliance with, legislation, standards and the integrity of the service and quality
- Prioritising and coordinating workflows in a high volume work area to meet competing demands with critical deadlines from multiple sources given conflicting priorities and rapidly changing agendas

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive guidance and instructions • Provide regular updates on issues and priorities • Participate in meetings and discussions to share information and provide input and feedback
Direct Reports (where relevant)	<ul style="list-style-type: none"> • Guide, support, coach, mentor and manage performance • Provide own perspective and share information • Work collaboratively with, inspire and motivate
Work Team	<ul style="list-style-type: none"> • Support team members and work collaboratively to contribute to achieving business outcomes • Facilitate meetings to obtain working group perspective and share information
Customers/stakeholders	<ul style="list-style-type: none"> • Manage expectations and provide high quality customer focused support and services • Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution • Manage the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues
External	
Customers/stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication • Address/respond to queries where possible, or redirect relevant party for review and resolution • Manage the flow of information, seek clarification, and provide customer focused 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

Manager, Business Operations or Business Unit Manager

Direct reports

This role may have direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

Nil

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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • 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 and maintain a high level of personal motivation 	Adept
	 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	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 • 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 	Adept






FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	Intermediate
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements 	Adept
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"> • Collaborate to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely and actionable feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolving issues • Effectively support and manage team members who are working flexibly and in various locations • Create a safe environment where team members' diverse backgrounds and cultures are considered and respected • Consider feedback on own management style and reflect on potential areas to improve 	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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	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	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational