

# Role Description

## Senior Coordinator Complaints Resolution



Cluster	Customer Service
Department/ Agency	Service NSW
Division/ Branch/Unit	Various
Classification/Grade/Band	SNSW Grade 9/10
ANZSCO Code	149212
PCAT Code	1399192
Date of Approval	April 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

Provide high level advice and support to customers and stakeholders in complaints management and escalation processes to achieve effective and timely resolution and optimise service delivery.

### Key accountabilities

- Manage complaints in line with standards, policy and procedures and identify and facilitate effective resolutions of escalated complaints to ensure a superior end to end customer experience across multiple channels
- Provide subject matter expertise to customers and stakeholders on effective complaints management processes to support and enable positive customer outcomes
- Ensure complaints and correspondence are accurately recorded, and authorised policies and procedures are adopted for triage, resolution and escalation to ensure all complaints are managed effectively and to minimise organisational risk
- Develop strategies for the continuous monitoring, evaluation and improvement of complaints management and make recommendations to facilitate informed decision making, drive service improvements and build a culture of continuous improvement
- Develop and maintain collaborative relationships with all stakeholders to develop a mutual understanding on complaints management escalation processes and facilitate effective complaints resolution
- Drive compliance in accordance with policy, legislation and standards to ensure confidentiality, privacy and integrity of information is adhered to and to improve customer outcomes

## Key challenges

- Keeping abreast of industry practices and legislative changes while dealing with a diverse range of complex matters in a high volume or sensitive environment
- Effectively prioritising workflow in a high volume and time pressured environment where inputs and information from multiple internal and external sources are required to complete activities
- Acting as a change agent and implementing change processes and plans in the solution of stakeholder and customer issues in an environment where there may be resistance to change

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"><li>• Contribute to broader unit issues</li><li>• Provide expert advice and guidance on complex complaints issues</li><li>• Escalate issues, keep informed, advise, receive guidance and instructions</li><li>• Participate in discussions and decisions regarding complaints management and emerging issues or trends</li></ul>
Work Team	<ul style="list-style-type: none"><li>• Encourage team members to work collaboratively to achieve business outcomes</li><li>• Represent work group perspective and share information</li><li>• Support team members and work collaboratively to contribute to achieving the team's business outcomes</li><li>• Participate in meetings to share information and provide input on issues</li></ul>
Customers/ Stakeholders	<ul style="list-style-type: none"><li>• Provide expert customer focused advice to achieve complaint resolution</li><li>• Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues</li><li>• Address/respond to queries and provide solutions where possible, or redirect query to relevant area</li></ul>
<b>External</b>	
Customers/ Stakeholders	<ul style="list-style-type: none"><li>• Develop and maintain effective working relationships and open channels of communication to ensure the effective resolution of complaints</li><li>• Address/respond to queries where possible, or redirect relevant party for review and resolution</li><li>• Contribute to a customer-focused approach to service delivery</li></ul>
Industry professionals/ consultants	<ul style="list-style-type: none"><li>• Seek/maintain specialist knowledge/advice and collaborate on complaints management and keep up with best practice in complaints management</li><li>• Participate in forums, groups to represent the agency and share information</li><li>• Participate in discussions regarding innovation and best practice</li></ul>

## 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

Manager

### Direct reports

Nil

### Budget/Expenditure

As per Customer Service Delegations

### Essential requirements

Satisfactory criminal record check

## 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.


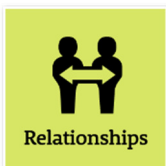
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

### 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	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Act professionally and support a culture of integrity</li> <li>• Identify and explain ethical issues and set an example for others to follow</li> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>	Adept
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>• Keep up to date with relevant contemporary knowledge and practices</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Show commitment to achieving challenging goals</li> <li>• Examine and reflect on own performance</li> <li>• Seek and respond positively to constructive feedback and guidance</li> <li>• Demonstrate and maintain a high level of personal motivation</li> </ul>	Adept
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept
	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>• Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience</li> <li>• Ensure systems are in place to capture customer service insights to improve services</li> </ul>	Advanced

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>Initiate and develop partnerships with customers to define and evaluate service performance outcomes</li> <li>Promote and manage alliances within the organisation and across the public, private and community sectors</li> <li>Liaise with senior stakeholders on key issues and provide expert and influential advice</li> <li>Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches</li> <li>Ensure that the organisation's systems, processes, policies and programs respond to customer needs</li> </ul>	
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept
	<b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> <li>Assess work outcomes and identify and share learnings to inform future actions</li> <li>Ensure that own actions and those of others are focused on achieving organisational outcomes</li> <li>Exercise delegations responsibly</li> <li>Understand and apply high standards of financial probity with public monies and other resources</li> <li>Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety</li> <li>Conduct and report on quality control audits</li> </ul>	Adept

## FOCUS CAPABILITIES


Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	<b>Project Management</b>	<ul style="list-style-type: none"> <li>Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks</li> </ul>	Adept
	Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>Prepare clear project proposals and accurate estimates of required costs and resources</li> <li>Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>Identify and evaluate risks associated with the project and develop mitigation strategies</li> <li>Identify and consult stakeholders to inform the project strategy</li> <li>Communicate the project's objectives and its expected benefits</li> <li>Monitor the completion of project milestones against goals and take necessary action</li> <li>Evaluate progress and identify improvements to inform future projects</li> </ul>	

## 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
	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
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	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