Role Description
Service Improvement Coordinator

Planning, Industry & Environment — NSW Government

Cluster	Planning, Industry & Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Corporate Services / Business Services / Service Design and Improvement
Location	Parramatta
Classification/Grade/Band	Clerk Grade 7/8
Role Family	Bespoke / Information and communication technology / Deliver
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	May 2020 (updated June 2020)
Agency Website	www.dpie.nsw.gov.au

About the Department of Planning, Industry and Environment

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

Primary purpose of the role

The Service Improvement Coordinator is responsible for the coordination and facilitation of administrative services across a wide range of complex issues to support the operations and ongoing service improvement activities within the ICT service delivery lifecycle of the Digital Information Office.

Key accountabilities

- Provide a range of management, secretariat, coordination and support services, including preparation of detailed, timely and accurate reports and briefs, coordinating resources, developing, and monitoring and maintaining plans to ensure team outcomes are achieved on time, to quality standards and within agreed scope for the Business Engagement, Strategy and Architecture (BESA) team.
- Establish and maintain close working partnerships with key stakeholders within BESA and other technology teams across the Digital Information Office and external clients to facilitate the effective management and operation of the team.
- Facilitate stakeholder and business engagement meetings; including diary management for the Director and Management Team as necessary; meeting organisation and logistics; coordinating the involvement

of internal and external stakeholders and maintaining and providing records of meetings in consultation with the Director and Service Design and Improvement Manager.

- Coordinate a range of administrative processes and manage the records management systems to support the management of resources, project finances, asset management, and procurement, records management, financial management, and monthly reporting.
- Research, develop and prepare briefing notes, speeches and presentations, and liaise with the Service Design and Improvement Manager to support informed decision making and planning and ensure timely and accurate response to requests and issues

Key challenges

- Managing administrative and business services and workflows within a high volume environment, providing high quality, accurate and consistent outputs to deadline
- Displaying confidentiality and sensitivity where the tasks may involve politically, commercially, and human resource related issues
- Working with a high degree of tact and diplomacy to ensure consistent service-focus through all activities in the management and delivery of multiple tasks.

Key relationships

Who	Why
Internal	
Director	• Provide diary support and administration
Service Design and Improvement Manager	• Provide administrative support, negotiate priorities and completion of tasks associated around team and cross-team matters • Receive guidance and provide regular updates on service improvement activities
Business Engagement, Strategy and Architecture Team (all teams)	• Support team, work collaboratively to contribute to achieving the team's business outcome • Participate in meetings to represent work group perspective and share information
Other staff in the office	• Liaise to enable timely response to enquiries, share information, provide and receive advice on administrative and procedural matters and undertake tasks as approved by the Service Design and Improvement Manager
Cluster Corporate services providers	• Liaise to exchange information and resolve issues around ICT, Communications and Engagement, HR and finance related matters
Stakeholders	• Develop and maintain effective relationships and open channels of communication • Exchange information and respond to enquiries
External	
Stakeholders	• Develop and maintain effective relationships and open channels of communication • Exchange information and respond to enquiries

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Role dimensions

Decision making

The role operates with a level of autonomy within the context of their agreed work plan and makes decisions within the limits of delegated authority. The role is accountable for advice on performance and reporting and delivery of assigned work. The role is directed by the Service Design and Improvement Manager on work priorities, complex issues and all matters requiring a higher authority to determine and resolve issues.

Reporting line
Service Design and Improvement Manager

Direct reports

Nil

Budget/Expenditure

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	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• 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
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	• 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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• 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	• 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
	Work Collaboratively	• Encourage a culture that recognises the value of collaboration	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
	Collaborate with others and value their contribution	• Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• 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	• 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	Adept
	Project Management Understand and apply effective planning, coordination and	• Understand all components of the project management process, including the need to consider change management to realise business benefits	Adept

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Capability group/sets	Capability name	Behavioural indicators	Level
Business Enablers	control methods	• Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects	

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	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	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
	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
	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

• Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
SFIA	**Relationships and engagement, Stakeholder management**	**Level 4 – RLMT**

• Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-Category	**Level and Code**	**Level Descriptions**
Relationships and Engagement, Stakeholder management	Level 4 – RLMT	Implements stakeholder engagement/communications plan. Deals with problems and issues, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information. Collects and uses feedback from customers and stakeholders to help measure effectiveness of stakeholder management. Helps develop and enhance customer and stakeholder relationships.