



Customer
Service

Role Description

Service Delivery Team Leader

Cluster	DCS
Agency	The Department of Customer Service
Division/Branch/Unit	Procurement and Workplace
Classification/Grade/Band	Grade 7/8
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	March 2017
Agency Website	www.finance.nsw.gov.au

Primary purpose of the role

Oversee the provision of services to facilitate the delivery of business operations to agreed standards.

Key accountabilities

- Coordinate the delivery of services by the customer service staff to ensure the customer business units are met
- 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 and update customer service systems, processes and policies to ensure compliance with agency standards, policies and procedures
- Manage and coordinate the collection and collation of information, prepare reports on business unit performance, and make recommendations to improve efficiency, cost management and service delivery

Key challenges

- Balancing the service needs of customer business units, given the high volume of work and number of customers seeking services from the team, and the need to address ad hoc requests and unforeseen issues

Key relationships

Who	Why
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Internal

Manager

- Provide reports and data
- Escalate issues, make suggestions and provide updates

Direct Reports

- Guide and motivate team, provide direction and manage performance
- Facilitate meetings to obtain working group perspective and share information

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Who Why

Clients/customers

- Develop and maintain effective working relationships to support management
- Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues and queries
- Consult, provide and obtain information

External

Customers/stakeholders

- Monitor, direct and address enquiries

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 Category Manager

Direct reports

This role has no / various direct reports:

- Customer Service Officer, Grade 3/4
- Customer Service Officer, General Scale

Budget / Expenditure

As per the DCS Financial Delegations

Essential requirements

- Tertiary qualifications in a relevant discipline to facilitate effective procurement and workplace services and/or relevant industry experience in large public sector agencies or commercial enterprises





- This role is assigned to one of DCS hub locations that include but are not limited to Sydney CBD, Parramatta and Gosford.
- This role requires frequent travel to different DCS business locations across NSW.


Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate

	Project Management	Intermediate
	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		guidance <input type="checkbox"/> Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in 'Plain English' Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others' non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly

Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
People Management Manage and Develop People	Intermediate	<ul style="list-style-type: none"> • Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		in people <ul style="list-style-type: none"> • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues