Role Description
HR Customer Services Support Officer

Agency	Department of Education
Division/Branch/Unit	Corporate Services
Location	Wollongong
Classification/Grade/Band	Clerk Grade 1/2
Kind of employment	Ongoing/Temporary
ANZSCO Code	551311
Role Number	Various
PCAT Code	1224140
Date of Approval	June 2019
Agency Website	www.dec.nsw.gov.au

Department of Education

The NSW Department of Education serves the community by leading the provision of world-class education. The Department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

The Department is one of the largest organisations and employers in Australia, and manages an annual budget that accounts for approximately one quarter of the State's total budget. Visit the Department's website above for more information.

EDConnect is the Department's new Shared Service Centre, delivering integrated transactional and advisory services (shared services) for the Department. Organisational performance in EDConnect is underpinned by the 'EDConnect Way' culture – we keep the customer at the centre of everything we do; we collaborate with and support each other to succeed; we take ownership of our work to ensure a quality outcome is delivered; we communicate transparently and listen actively; and we are accountable to each other to develop and grow.

Primary purpose of the role

The HR Customer Services Support Officer delivers a range of transactional HR services and responds to enquiries and routine requests from internal customers, identifying and escalating enquiries as necessary, to ensure the provision of accurate information. The role is accountable for delivering efficient, accurate and reliable transaction processing to support the effective operation of the functional area.

The role supports the business operation of the centre by providing shared services human resource functions in a reliable, efficient and timely manner. The role provides a range of advisory and support services such as, but not limited to, SAP payroll processing; client advisory services; transactional processing and support. (Note: Shared Services, Human Resources will transition to EDConnect in October 2016).

The SAP Payroll Implementation function provides a range of advisory and support services including payroll production and associated processes, technical system support and client support for all DoE and TAFE employees. This role assists with providing high quality customer service to employees on pay and entitlement related matters and ensures the timely payment of salaries and entitlements

Key accountabilities

- Perform a range of routine transactional HR workflows relevant to the operations of the functional area. Tasks include record creation, entering, processing, checking and extracting data for reporting purposes and record archiving. These tasks must be performed in accordance with agreed operating procedures.

- Assist with general enquiries and information requests from internal and external customers on matters relating to the functional area, ensuring that information supplied is accurate, relevant and resolves the request efficiently. Enquiries may be a result of an identified issues or discrepancies, or requests for information for reporting or audit purposes.

- Consult with the team and supervisor when dealing with complex enquiries, issues or requests, and escalating as necessary, incoming enquiries in a confidential, responsive, customer-focused manner.

- Provide efficient data processing and record management services to facilitate accurate transaction processing; prepare routine reports, data logs and other documents; support the timely flow of information to and from the functional area.

- Utilise technology applications and systems confidently to deliver efficient and effective service in accordance with Department policy. Applications include relevant HR systems (such as SAP), TRIM, MS Office, Telstra Contact Centre (TCC), Remedy and other technologies appropriate to the operations of the functional area.

- In consultation with the supervisor, develop an annual work plan that articulates, clarifies and documents the role's specific responsibilities, key deliverables, expected outcomes and indicators of success over a 12-month period.

Key challenges

- Managing multiple competing demands and deadlines while delivering accurate and consistent work within a high volume environment. The role exercises sound judgment to ensure that competing work priorities are met within agreed timeframes and issues are escalated to supervisors when necessary.

- Communicating effectively to internal customers with a professional 'can do' approach, while ensuring service delivery and advice reflects current and best business practice.

- Adapting to changes in the operating environment, processes and systems in a climate of constant change and reform.

Key relationships

Who	Why
Internal	
Supervisor	• Escalates issues, provide updates and clarify instructions • Receives ongoing performance feedback, coaching and development • Receives guidance in managing complex and /or sensitive matters and receives performance feedback
Shared Services Directorate team members	• Shares information, provides and seeks assistance • Supports other team members to achieve Shared Services goals
Department stakeholder and internal customers	• Provide a range of transactional services to resolve information enquiries and routine requests • Respond to general shared service enquiries as received from schools and corporate customers
External	
Customers/suppliers/vendors	• Respond to queries where possible, or redirect to relevant function/team

Role dimensions

Decision making

The role acts independently in performing its core work functions, in accordance with relevant legislative requirements, policies, procedures and guidelines. In matters that are sensitive, high-risk or business critical, the role consults with the supervisor to agree on a suitable course of action.

The role exercises independent judgement in responding to transactional and information enquiries from internal customers, and consults with the supervisor where clarification of priorities is required or problems cannot be resolved by standard practice.

Reporting line

The role reports to

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Nil

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	Foundational
	Act with Integrity	Foundational
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Foundational**
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	**Foundational**
	Procurement and Contract Management	Foundational
	Project Management	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	Immediate	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs

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Group and Capability	Level	Behavioural Indicators
		• Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Foundational	• Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
Business Enablers Technology	Foundational	• Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology