Role Description
Support Services Specialist

Service NSW

Cluster	Customer Service
Agency	ServiceNSW
Division/Branch/Unit	Service Delivery
Classification/Grade/Band	SNSW Grade 5
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	21 January 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 accurate and efficient information and assistance to customers in determining eligibility, and, as needed, applying for various NSW Government support services while ensuring that the customer experience provided is specific, clear and empathic.

Key accountabilities

- Provide timely, personalized, high quality support to customers to determine eligibility for a variety of Government services and assistance packages
- Assist customers with the application process as needed by adopting multichannel delivery methods and make referrals to authorized experts
- Ensure positive customer interactions, maintaining professionalism, and providing and maintaining accurate information tailored to the individual customer's situation within Service Level Agreements
- Work with a variety of information sources from a range of government agencies to find solution for customers and stakeholders
- Perform work in line with capabilities to contribute to the success of the Divisions objectives and assist in Service Centre operations
- Comply with privacy requirements and legislative obligations to ensure confidentiality, privacy and integrity of information is not compromised
- Contribute to the development of new ideas, including the identification of opportunities, to improve the efficiency of work processes and the implementation of changes in the workplace

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Key challenges

- Maintaining a confidential, positive and individualised approach given the current and future requirements of different customers with divergent needs, knowledge and backgrounds
- Maintaining a professional approach when dealing with emotionally difficult customer conversations, while ensuring compliance standards are upheld and issues are addressed promptly
- Balancing empathic customer engagement with a practical focus on identifying applicable support services in the context of organisational and individual needs are effectively aligned and properly serviced

Key relationships

Who	Why
Internal	
Manager	• Escalate issues, keep informed, advise, receive guidance and instructions •
Work Team	• Support team members and work collaboratively to contribute to achieving the teams business outcomes • Participate in meetings to share information and provide input on issues
Concierge	• Manage the flow of information, seek clarification and provide client-focused advice and responses to ensure prompt resolution of issues • Address/respond to queries and provide client-focused solutions where possible, or redirect query to relevant area • Interact to ensure positive customer experience
External	
Customers / Stakeholders	• Develop and maintain effective working relationships and open channels of communication • Contribute to a client-focused approach to service delivery • Manage the flow of information, seek clarification, and provide client-focused advice and responses to ensure prompt resolution of issues • Understand needs and provide professional assistance and support as needed
Service Providers	• Exchange information to gather knowledge of services available to facilitate customer solutions

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control as directed by their Team Leader/Manager and refers to the team Leader/Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is

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accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Service Centre Manager.

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

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**	**Adept**
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Adept**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	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 Display Resilience and Courage	Adept	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Intermediate	• 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

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Group and Capability	Level	Behavioural Indicators
		• 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	• 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 Think and Solve Problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

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