

Role Description

Assistant Customer Correspondence Officer



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Office of the Secretary
Location	Negotiable
Classification/Grade/Band	Clerk Grade 5 / 6
Role Family (<i>internal use only</i>)	Adapted / Communication & Engagement / Deliver
ANZSCO Code	531111
PCAT Code	1247292
Date of Approval	September 2022
Agency Website	www.regional.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Primary purpose of the role

The role supports the Customer Correspondence team in the delivery of high quality, accurate and timely written responses to customer enquiries, and provides advice and reports to ministers and senior departmental executives

Key accountabilities

- Actively coordinate, register, track, record, review and allocate incoming requests to DRNSW for preparation of responses to correspondence from the public directly to DRNSW or on behalf of the Minister which address key issues for the portfolio and the Government
- Collaborate with the subject matter experts across the cluster to source relevant information; develop high quality, accurate and timely content; and store and update information in the departmental record-keeping systems
- Identify issues raised in incoming correspondence, liaise with branches to source information and research material regarding incoming ministerial correspondence and other advice for ministers
- Identify and address emerging issues, precedence and urgent matters in line with enquiries management processes within the team
- Build and maintain relationships with Departmental Liaison Officers, departmental staff and other agencies to facilitate prompt and accurate responses to requests and enquiries

Key challenges

- Operating within a high pressure and highly confidential environment within tight deadlines, where tact and diplomacy are paramount
- Effectively managing a network of contacts to ensure the right people are consulted to optimise timeliness and accuracy in developing responses
- Find and use the right information from across the department, including details of legislation and policy settings affecting the department, to respond to customers' enquiries and reflect and promote government and departmental positions

Key relationships

Who	Why
Ministerial	
Ministerial Offices	<ul style="list-style-type: none">• Clarify requests, share information, and discuss and negotiate timeframes with ministerial staff and DLOs• Keep abreast of issues affecting the Department and the Ministers' portfolios
Internal	
Manager, Customer Correspondence	<ul style="list-style-type: none">• Consult with Manager to determine priorities and discuss projects• Discuss any issues and confirm when an issue needs to be escalated• Suggest improvements to systems and work processes
Customer Correspondence team members	<ul style="list-style-type: none">• Work collaboratively with other team members, and proactively share information and provide support to colleagues.
Office of the Secretary	<ul style="list-style-type: none">• Work with colleagues to coordinate responses and respond to issues that may affect the work or reputation of the government and/or the department
Other Departmental Staff	<ul style="list-style-type: none">• Advise the department of requirements and priorities for each enquiry• Liaise with branches for information and advice to be included responses to enquiries
External	
Members of the public	<ul style="list-style-type: none">• Respond to public enquiries and act as the public face of the NSW government

Role dimensions

Decision making

The role:

- Assesses the types of documents being received, how they are registered in departmental systems and whether documents and files are complete, correctly presented and formatted against current standards
- Makes decisions about when an issue, such as a missed deadline, requires escalation to the Manager
- Identifies opportunities for systems improvements to improve work processes

Reporting line

Manager Customer Correspondence

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Strong customer service and enquiries management experience
- Strong writing and editorial skills
- Tertiary qualifications in a related discipline and/or equivalent knowledge, skills and experience in developing written communication on behalf of Ministers and/or senior executives
- Knowledge of the machinery of government and the procedures required for ministerial correspondence, briefings and parliamentary materials

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
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way• Support a culture of integrity and professionalism• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct• Recognise and report misconduct and illegal and inappropriate behaviour• Report and manage apparent conflicts of interest and encourage others to do so	Intermediate

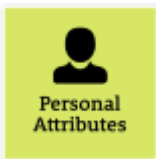


<p>Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult 	Intermediate	
	<p>Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • 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
<p>Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	Adept	
<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others 	Intermediate	
	<p>Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that own actions and those of others are focused on achieving organisational outcomes • Exercise delegations responsibly 	Intermediate

		<ul style="list-style-type: none"> Understand and apply high standards of financial probity with public monies and other resources Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety Conduct and report on quality control audits Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks 	
	<p>Technology</p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<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 Use available technology to improve individual performance and effectiveness Make effective use of records, information and knowledge management functions and systems Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	Intermediate

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
	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
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	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	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational



Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
