# Role Description
# Service Management Officer

| Cluster | Stronger Communities |
|---|---|
| Agency | Legal Aid NSW |
| Division/Branch/Unit | ICT |
| Location | Central Sydney |
| Classification/Band/Grade | Clerk Grade 5/6 |
| ANZSCO Code | 263112 |
| PCAT Code | 1336292 |
| Date of Approval | February 2022 |
| Agency Website | www.legalaid.nsw.gov.au |

## Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 28 regional offices in metropolitan and regional centres across NSW and a number of specialist services and advice clinics. It was established under the Legal Aid Commission Act 1979 as an independent authority to assist economically and socially disadvantaged people to understand and protect their rights in the legal system. People with disabilities, from people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some of the groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation to eligible people in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues.

## Primary purpose of the role

A key support for the Service Desk Manager role; assisting and coordinating service management and ITIL related tasks including Service Transition, Problem Management, Incident/Service Request escalation, Service Reporting and Insights, Service Catalogue support, Service Portal content management and service outage communications and coordination.

## Key accountabilities

- Help define, support and optimise our Service Management systems and processes, leveraging ITIL best practices for Legal Aid.
- Administration of the Service Portal content, coordinating with SME's so that it remains current and relevant for our support staff and customers.
- Assist with service outage management and incident/service request escalation.
- Provide a strong customer focused service, ensuring that quality service is delivered in a timely and efficient manner
- Build collaborative relationships across ICT, with Internal/External customers and with our external service providers.
- Help establish business relevant reporting metrics, insights and service targets.

- Drive ITIL process change and adoption as appropriate for Legal Aid NSW

## Key challenges

- Develop a strong understanding of Legal Aid NSW's business systems, customer personas internal/external), support vendors, ICT roles, capabilities and responsibilities.
- Ensure support teams have access to current and relevant support material.
- Keep up-to-date with the changing requirements to business applications and systems brought about by new policies and services, system enhancements and configuration changes and changes to business processes.

## Key relationships

| Who | Why |
|---|---|
| **Internal** | |
| Manager, Service Desk | • For direction and leadership |
| Customers | • Provide Service Management status information, performance reporting, change management communications, Incident and Service request escalation support, Problem management support. |
| Work team | • Take and/or handover issues where appropriate<br>• Participate in meetings to represent work group perspective and share information<br>• Support team, work collaboratively to contribute to achieving the team's business outcomes |
| Other ICT staff | • Engage as required regarding all aspects of Service Management, including:<br>-Service Transition<br>-Problem Management<br>-Service Management Reporting<br>-Knowledge / Self-Service Content Management |
| **External** | |
| Private Practitioners | • Service management reporting, support related communications, change management support. |
| External Service Providers | • Service management incident/problem reconciliation, knowledge article sharing, planned outage coordination, performance monitoring. |

## Role dimensions

### Decision making

The role operates with some autonomy in order to ensure that all defined key service management processes and tasks are being followed and actioned in a timely manner.

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**Reporting line**

Manager, Service Desk

**Direct reports**

Nil

**Budget/expenditure**

Nil

**Essential requirements**

Fully vaccinated against COVID 19 prior to commencing in role.

## 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.

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

**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** | **Intermediate** |
| | Value Diversity | Foundational |
| Relationships | **Communicate Effectively** | **Intermediate** |
| | **Commit to Customer Service** | **Adept** |
| | Work Collaboratively | Intermediate |
| | Influence and Negotiate | Foundational |
| | **Deliver Results** | **Intermediate** |
| | Plan and Prioritise | Intermediate |

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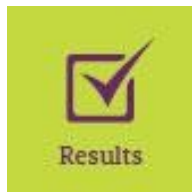
| | Think and Solve Problems | Intermediate |
| --- | --- | --- |
| | Demonstrate Accountability | Foundational |

| | Finance | Foundational |
| --- | --- | --- |
| | **Technology** | **Intermediate** |
| | Procurement and Contract Management | Foundational |
| | Project Management | Intermediate |

| Occupation / profession specific capabilities | | |
| --- | --- | --- |
| **Capability Set** | **Category, Sub-category and Skill** | **Level and Code** |
| SFIA | **Service Management, Service Operation, Service desk and incident management** | **Level 3 – USUP** |
| | **Service Management, Service Operation, Problem Management** | **Level 3 - PBMG** |

## 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**<br>Manage Self | Intermediate | • Adapt existing skills to new situations<br>• Show commitment to achieving work goals<br>• Show awareness of own strengths and areas for growth and develop and apply new skills<br>• Seek feedback from colleagues and stakeholders<br>• Maintain own motivation when tasks become difficult |
| **Relationships**<br>Communicate Effectively | Intermediate | • Focus on key points and speak in 'Plain English'<br>• Clearly explain and present ideas and arguments<br>• Listen to others when they are speaking and ask appropriate, respectful questions<br>• Monitor own and others' non—verbal cues and adapt where necessary<br>• Prepare written material that is well structured and easy to follow by the intended audience<br>• Communicate routine technical information clearly |
| **Relationships**<br>Commit to Customer Service | Adept | • Take responsibility for delivering high quality customer-focused services |

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| Group and Capability | Level | Behavioural Indicators |
|---|---|---|
| | | • Understand customer perspectives and ensure responsiveness to their needs<br>• Identify customer service needs and implement solutions<br>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers<br>• Maintain relationships with key customers in area of expertise<br>• Connect and collaborate with relevant stakeholders within the community |
| **Results**<br>Deliver Results | Intermediate | • Complete work tasks to agreed budgets, timeframes and standards<br>• Take the initiative to progress and deliver own and team/unit work<br>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals<br>• Seek and apply specialist advice when required |
| **Results**<br>Think and Solve Problems | Intermediate | • Research and analyse information and make recommendations based on relevant advice<br>• Identify issues that may hinder completion of tasks and find appropriate solutions<br>• Be willing to seek out input from others and share own ideas to achieve best outcomes<br>• Identify ways to improve systems or processes which are used by the team/unit |
| **Business Enablers**<br>Technology | Intermediate | • Apply computer applications that enable performance of more complex tasks<br>• Apply practical skills in the use of relevant technology<br>• Make effective use of records, information and knowledge management functions and systems<br>• Understand and comply with information and communications security and acceptable use policies<br>• Support the implementation of systems improvement initiatives and roll-out of new technologies |

| Occupation specific capability set (Skills Framework for the Information Age – SFIA) | | |
|---|---|---|
| **Category and Sub-Category** | **Level and Code** | **Level Descriptions** |
| **Service Management,**<br>Service Operation,<br>Service desk and incident management | Level 3 – USUP | Receives and handles requests for support following agreed procedures. Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls as appropriate. Maintains records and advises relevant persons of actions taken. |
| **Service Management,**<br>Service Operation,<br>Problem Management | Level 3 – PBMG | Investigates problems in systems and services. Assists with the implementation of agreed remedies and preventative measures. |

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