

Role Description

Customer Service and Administration Coordinator



Local Land Services

Cluster	Department of Regional NSW
Agency	Local Land Services
Division/Branch/Unit	Region
Location	Negotiable with Region
Classification/Grade/Band	Administrative and Clerical Stream LLS Level 5
Role Family	Customer Service
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	August 2019 (updated June 2020)
Agency Website	www.lls.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has 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.

Local Land Services (LLS) is an Executive Agency related to the cluster. It provides quality, customer-focused services to landholders and the community across New South Wales. This regionally-based organisation brings together a wide range of service and advisory functions including agriculture, biosecurity, natural resource management, land management, biodiversity, emergency services, private native forestry and the Soil Conservation Services.

Primary purpose of the role

Coordinates and supervises a team of customer service staff to deliver quality customer information services to a wide range of customers and stakeholders within the Region including planning, reviewing and improving the functions to enhance efficiencies, develop staff competencies and support internal and external quality service delivery.

Key accountabilities

- Supervise the Customer Service team to ensure team members are motivated and informed so they are able to promote a positive professional image of LLS and the Region
- Implement customer service plans and strategies for engagement with the community and other key stakeholders to effectively market, foster commitment to, and enhance understanding of the functions of the LLS
- Provide advice and analysis on customer service projects and service delivery to enable an environment of continuous improvement
- Monitor, analyse, evaluate and report on customer service activities and initiatives to demonstrate that key performance indicators and outcomes are met
- Contribute to the implementation of regional and local operational plans and projects and delivery of outcomes defined in NSW Government Strategic Plans and associated business and functional plans

- Provides a range of high level administrative services including but not limited to electronic records management, correspondence, meeting coordination, and procedural improvement to support the effective operation of the local team
- Assist with activities to prevent, prepare for, respond to and recover from emergencies

Key challenges

- Promoting a positive, professional high quality customer information service in a high volume and politically changing work environment, ensuring the team is informed and knowledgeable regarding policies and processes, programs and initiatives
- Developing partnerships with external organisations and varied clients in a high volume transactional environment that is impacted by changes in legislation, policies and programs
- Developing robust systems and processes to ensure a focus is maintained on quality whilst maximising service delivery

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Provide advice and contribute to the development and implementation of work and resource planning systems and strategies that are designed to enhance the delivery of customer service • Provide direction, advice and support in the delivery of customer service functions and initiatives and dealing with requests for information and data
Team	<ul style="list-style-type: none"> • Mentor, guide and support the team and share information and research
LLS staff	<ul style="list-style-type: none"> • To exchange information and enhance own knowledge of programs, policies and legislative changes
External	
Industry stakeholders, and customers	<ul style="list-style-type: none"> • Research data and seek and provide information in relation to Local Land Service activities initiatives and projects

Role dimensions

Decision making

- Together with the Manager, make day to day decisions regarding the provision of customer facing information services to clients
- Share information and knowledge of current Regional policies, processes, programs and activities to ensure customers are provided current and accurate information

Reporting line

Manager

Direct reports

Customer Service roles

Budget/Expenditure

Nil

Essential requirements

- Current NSW Driver Licence and the ability and willingness to travel

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.

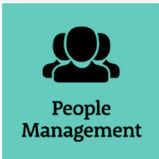
The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	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
	 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<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

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<p>Work Collaboratively</p> <p>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>Results</p>	<p>Demonstrate Accountability</p> <p>Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others' health and safety • Escalate issues when these are identified • Follow government and organisational record-keeping requirements 	Foundational
 <p>Business Enablers</p>	<p>Finance</p> <p>Understand and apply financial processes to achieve value for money and minimise financial risk</p>	<ul style="list-style-type: none"> • Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending • Consider financial implications and value for money in making recommendations and decisions • Understand how financial decisions impact the overall financial position • Understand and act on financial audit, reporting and compliance obligations • Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these 	Intermediate
	<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





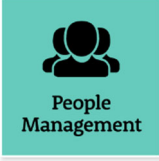
FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<p>Project Management</p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> • Understand project goals, steps to be undertaken and expected outcomes • Plan and deliver tasks in line with agreed project milestones and timeframes • Check progress against agreed milestones and timeframes, and seek help to overcome barriers • Participate in planning and provide feedback on progress and potential improvements to project processes 	Foundational
 <p>People Management</p>	<p>Manage and Develop People</p> <p>Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> • Clarify the work required, and the expected behaviours and outputs • Clearly communicate team members' roles and responsibilities • Contribute to developing team capability and recognise potential in people • Recognise good performance, and give support and regular constructive feedback linked to development needs • Identify appropriate learning opportunities for team members • Create opportunities for all team members to contribute • Act as a role model for inclusive behaviours and practices • Recognise performance issues that need to be addressed and seek appropriate advice 	Foundational

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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	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	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational