

Role Description

Customer Liaison Officer



Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Corporate Services / TSS
Role number	Various
Classification/Grade/Band	Grade 4
ANZSCO Code	TBC
PCAT Code	TBC
Date of Approval	02 April 2020
Agency Website	www.transport.nsw.gov.au

Agency overview

At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is to give everyone the freedom to choose how and when they get around, no matter where they live. Right now, we're delivering a \$55.6bn program – the largest Australia has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce, which reflects the community and the customers we serve.

Our organisation – Transport for NSW – is comprised of nine integrated divisions that focus on achieving community outcomes for the greater good and on putting our customers at the centre and our people at the heart of everything we do.

Corporate Services

We partner to provide sustainable strategies, solutions and services to enable our clients to deliver with confidence, Transport's vision to make NSW a great place to live, work and play.

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Primary purpose of the role

The Customer Liaison Officer (CLO) is responsible for the delivery of professional and timely end-to-end procurement to pay services to its customers across the cluster. The CLO position offers greater career path opportunities for the incumbent who will be required to deliver services across all of the Procurement Service Lines including payables and payments, contract administration, purchasing, sourcing and enablement. In

addition, the role has a significant focus on providing value-add support, troubleshooting and general guidance to its customers on a range of procurement services . The CLO pro-actively monitors their own work allocations and builds relationships with internal stakeholders to ensure efficient ownership and resolution o

Key accountabilities

Deliver high volume end-to-end customer focused procurement services via a range of computer systems and technologies that meet agreed standards, operating procedures and performance targets.

Key challenges

- Adapting to a new agile way of working which requires incumbents to develop capability in and deliver services across the full scope of Procurement Service Lines
- Building the TSS reputation and brand through the delivery of high standard services and consistent positive customer interactions, while maintain a high volume work output.
- Understanding the full suite of end-to-end services that are provided by Procurement and TSS more broadly, to determine how best to work effectively across teams to troubleshoot and resolve customer issues effectively.
- Being flexible and positive in the delivery of day to day services and readily adapting to changes in technology and process.

Key relationships

Who	Why
Internal	
Teams across Procurement and TSS	<ul style="list-style-type: none">• Work collaboratively to deliver day to day services to customers
Transport Cluster agencies	<ul style="list-style-type: none">• Deliver customer focused end-to-end services
External	
Suppliers, tenderers and contractors	<ul style="list-style-type: none">• Procurement of goods and services; payment of invoices, resolution of queries
Other government agencies	<ul style="list-style-type: none">• Procurement Guidelines; collaboration;

Role dimensions

Decision making

The Customer Liaison Officer works within government and agency policy and to TSS guidelines and approved processes.

Reporting line

The role reports to the Service Delivery Lead

Direct reports

NIL

Budget/Expenditure

NIL

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
<div> Personal Attributes</div>	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Be flexible and adaptable and respond quickly when situations change• Offer own opinion and raise challenging issues• Listen when ideas are challenged and respond appropriately• Work through challenges• Remain calm and focused in challenging situations	Intermediate
<div> Relationships</div>	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">• Focus on key points and speak in plain English• Clearly explain and present ideas and arguments• Listen to others to gain an understanding and ask appropriate, respectful questions• Promote the use of inclusive language and assist others to adjust where necessary• Monitor own and others' non-verbal cues and adapt where necessary• Write and prepare material that is well structured and easy to follow• Communicate routine technical information clearly	Intermediate
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none">• Focus on providing a positive customer experience• Support a customer-focused culture in the organisation• Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers• Identify and respond quickly to customer needs• Consider customer service requirements and develop solutions to meet needs• Resolve complex customer issues and needs• Cooperate across work areas to improve outcomes for customers	Intermediate
<div> Results</div>	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none">• Identify the facts and type of data needed to understand a problem or explore an opportunity• Research and analyse information to make recommendations based on relevant evidence• Identify issues that may hinder the completion of tasks and find appropriate solutions• Be willing to seek input from others and share own ideas to achieve best outcomes• Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate

FOCUS CAPABILITIES




Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security 	Foundational
	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	<ul style="list-style-type: none"> • Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing • Conduct delegated purchasing activities in line with procedures • Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements 	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
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	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	Work Collaboratively	Collaborate with others and value their contribution	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	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational