Role Description
Customer Service & Administration Officer

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 Grade 4
Role Family	Customer Service
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	September 2017 (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

Provide high quality administrative and front line customer services, and triage customer enquiries on a wide range of agricultural, natural resource management, biosecurity, emergency management and other management issues within the responsibilities of Local Land Services.

Key accountabilities

- Contribute to the team and mentor other team members, participating in projects, ensuring information and knowledge shared is current and accurate to enhance the information services provided to customers, and assist in supervising the team's service delivery where appropriate
- Provide a consistent high quality front line customer service including initial advice, information, guidance, escalating and redirecting issues as required, and manage customer information to ensure confidentiality, accuracy and integrity
- Provide receivable services including cash receipting, debt management, raising rate payer tax invoices and financial reconciliations in accordance with agency standards and procedures.
- Provide a range of administrative services, including but not limited to board support, records management using computer systems, routine correspondence, meeting and event coordination, and procedural improvement to support the effective operation of the local team
- Collect and compile data to support information flow and inform decision making and to enable an environment of continuous improvement

- Provide feedback and information on customer service activities and manage feedback and complaint resolution processes
- Support the local area to implement plans, designed to engage with customers, and enhance the understanding of the functions of LLS
- Fulfil identified roles in biosecurity emergencies in local and state levels operations as directed by appropriate delegated managers

Key challenges

- Promoting a positive image while maintaining a high level of service to customers and stakeholders in a dynamic and varied environment.
- Maintaining a sound knowledge of current programs and advisory services at the local, regional and state level within LLS and, as relevant, in stakeholder organisations.
- Delivering multiple activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail.

Key relationships

Who	Why
Internal	
Local Manager	- Seek guidance and provide sound advice with regard to customer service issues and the management of complaints - Collaboration to support delivery of local plans, and region management and planning - Provide information to enhance service delivery in the local area
Local Team	- Work in collaboration to provide programs and advisory services to meet the service delivery needs of the Local Area, meet compliance objectives and deliver plans - Seek information and provide advice with regard to customer services
Business Services Team	Collaborate to support implementation of finance and processes
Other function staff	- Develop and maintain effective relationships and open channels of communication - Collaborate and provide information and advice relevant to the delivery of customer services
Other staff	Collaborate to achieve LLS and regional outcomes
External	
Customers	- Seek to understand the Customer's needs in the implementation of projects and initiatives aligned with LLS outcomes - Seek and provide information to effectively manage customer enquiries and complaints - Address/respond to enquiries and complaints and provide solutions where possible, or redirect as relevant
Stakeholders and Investors	Seek data and information and deliver advice and support in partnership to achieve LLS objectives

Role dimensions

Decision making

Makes day to day decisions with regard to the quality of information and customer assistance provided; and the efficiency and effectiveness of the management of complaints.

Reporting line

Local Manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential Requirements

- Current NSW Driver Licence
- 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	• 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	• 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
	Work Collaboratively Collaborate with others and value their contribution	• 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
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly	Intermediate
Business Enablers	**Finance** Understand and apply financial processes to achieve value for money and minimise financial risk	• 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

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	Foundational
	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	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	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	Foundational