

Role Description

Customer Relationship Manager



Cluster	Planning, Housing and Infrastructure
Agency	Department of Planning, Housing and Infrastructure
Division/Branch/Unit	Property Development and Valuation/ Value NSW Office of the CEO/Customer and Business Operations
Location	Various
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	139999
PCAT Code	1119192
Date of Approval	October 2024 (updated from April 2015; July 2021; September 2022; and January and June 2023)
Agency Website	https://www.nsw.gov.au/departments-and-agencies/departments-of-planning-housing-and-infrastructure

Agency overview

The Department of Planning, Housing and Infrastructure (DPHI) improves the liveability and prosperity of NSW. To achieve this, we:

- create vibrant, productive spaces and precincts;
- manage lands, assets and property effectively; and
- deliver affordable and diverse housing.

We strive to be a high performing, world class public service organisation that celebrates and reflects the full diversity of the community we serve and builds the cultural capability of our department to improve outcomes with, and for, Aboriginal people, communities and entities.

Value NSW (VNSW) provides services to, supports, and where appropriately delegated, delivers relevant functions on behalf of the Valuer General of NSW. This includes:

- Defining and setting the standards and policies for the land valuation system for rating and taxation purposes along with the determination of compensations through the compulsory acquisition process to ensure integrity within the NSW Government is upheld.
- Making, monitoring, assurance and governance pertaining to valuations undertaken relevant to both the Valuation of Land Act 1916 and the Land Acquisition (Just Terms Compensation) Act 1991.
- Completing land valuations and determinations of compensation; and
- Providing other specialised valuation activities, services and determinations as and when required for other cluster or statewide government partners.

Primary purpose of the role

The Customer Relationship Manager works closely with Management to manage and deliver high quality, best practice customer outcomes for Value NSW that align with Premiers Priorities.

Key accountabilities

- Develop and/or analyse customer relationship processes, procedures and relevant documentation to ensure quality assurance measures result in the delivery of high standard of customer service.
- Draft complex correspondence and briefing notes and provide advice to Value NSW in the preparation of Ministerial correspondence ensuring appropriate responses and transparency of material is provided.
- Undertake stakeholder engagement activities, overseeing research and data analysis, i.e. surveys, to understand customer trends and inform Value NSW customer experience strategy.
- Participate and contribute to project management activities in conjunction with project leads.
- Work collaboratively with key staff to obtain current information, regularly liaising on ministerial related matters to ensure high quality correspondence outcomes are delivered.
- Act as a reference point for customer service enquiries, collect and analyse incoming information, and develop recommendations to ensure that management is aware of emergent and sensitive issues.
- Monitor, oversee and report on the conference process against specified targets, the outcomes of conferences and ensure appropriate staffing and resources are available to provide the full range of quality services.

Key challenges

- Dealing with sensitive issues in a confidential and diplomatic manner, balancing the requirements of customer relationships with information sourcing, resource limitations and ensuring responses for requests for advice or information are provided promptly, accurately and are of a high standard
- Balancing the peaks and troughs of workloads and liaising effectively to ensure appropriate resources are available to meet competing deadlines and support the conference process
- Providing high quality outcomes for Value NSW and landholders of NSW, meet service targets by developing and capitalising on existing strengths and identifying new and innovative ways to deliver quality customer service across Value NSW.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Escalate issues, keep informed, provide proactive and timely advice, receive instructions and guidance• Provide regular updates on operational issues, initiatives and achievements against objectives and targets• Actively participate in business activities, projects or working groups.
Executive Director, Directors, the Customers Experience team and all Value NSW staff	<ul style="list-style-type: none">• Seek and give advice, relay information, and advise on new policies and procedures being implemented.
Manager Customer Service	<ul style="list-style-type: none">• Liaise with the Manager Customer Service to negotiate complex issues and provide information to staff and customers as required• Facilitate discussion and the provision of quality information.
Customer Experience team and other Value NSW staff	<ul style="list-style-type: none">• Coordinate and lead the flow of information to ensure an accurate, consistent message is conveyed.

External

Customer/Stakeholders

- Develop and maintain excellent working relationships and open channels of communication to ensure that project delivery complies with current organisational practices and procedures are at a high level of satisfaction
- Contribute to client-focused approach to service delivery.
- Monitor and manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues.

Role dimensions

Decision making

The role holder liaises with the Director to recommend procedures for improvement, draft changes in policy, procedures and legislation, advise of work allocations and to discuss and recommend strategies to meet deadlines/output levels when peak or varied workloads are experienced.

Reporting line

Senior Manager Customer Service and Operations

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.

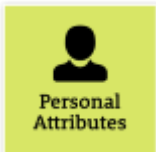
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

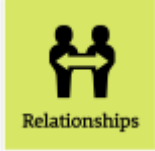
Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

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
	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 and encourage others to do so	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Act professionally and support a culture of integrity Identify and explain ethical issues and set an example for others to follow Ensure that others are aware of and understand the legislation and policy framework within which they operate Act to prevent and report misconduct and illegal and inappropriate behaviour 	
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<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
	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 	Adept
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences 	Adept

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria 	Advanced
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans 	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	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate