

Role Description

Fleet Services Officer

Cluster	Education
Division/Branch/Unit	Corporate Services Shared Services Business Services
Location	Bathurst
Classification/Grade/Band	Clerk Grade 5/6
Role Number	225183, 225184
ANZSCO Code	531111
PCAT Code	1223132
Date of Approval	October 2020

Agency overview

The NSW Department of Education serves the community by leading the provision of world-class education. The department protects young children by regulating preschool and long day care providers. Once children move into school, we provide them with a world-class primary and secondary education. We also work to advance the wellbeing of Aboriginal people.

The Department is one of the largest organisations and employers in Australia, and manages an annual budget that accounts for approximately one quarter of the State's total budget. Visit the Department's website above for more information.

EDConnect is the Department's new Shared Service Centre, delivering integrated transactional and advisory services (shared services) for the Department. Organisational performance in EDConnect is underpinned by the 'EDConnect Way' culture – we keep the customer at the centre of everything we do; we collaborate with and support each other to succeed; we take ownership of our work to ensure a quality outcome is delivered; we communicate transparently and listen actively; and we are accountable to each other to develop and grow.

Primary purpose of the role

The role supports the Fleet Services team within Shared Services Finance in EDConnect.

The Fleet Services Officer delivers excellent customer service and specialist fleet management support, facilitated by strong customer relationships and collaboration with team members, to create consistent, high-quality service delivery throughout the fleet management lifecycle.

This role requires a deep understanding of customer needs, and draws upon previous experience and specialist knowledge to effectively review, process and report on financial matters relating to the fleet services contract and services to resolve internal and external customer enquiries in a prompt and professional way.

Key accountabilities

- Provide high quality specialist support to ensure enhanced quality service delivery throughout the fleet management process
- Give prompt and accurate feedback to the supervisor regarding sensitive and or contentious matters or emerging issues that could adversely affect customer service or the delivery of agreed business tasks
- Build excellent customer relationships and work collaboratively with team members and other teams across the organisation, to increase efficiencies in the delivery of services
- Monitor, review and analyse systems and databases to generate reports that provide accurate advice and information for staff, customers, management and external agencies relevant to the fleet services function
- Utilise technology applications and systems confidently to deliver efficient and effective service in accordance with Department policy. Applications include relevant department finance systems, TRIM/HPRM, MS Office and other technologies, including vendor applications, appropriate to the operations of the functional area
- Provide timely review of charges made against the fleet services contract and the associated impact on by schools and business units through the relevant applications and systems
- Provide prompt and accurate reports and feedback to the supervisor regarding progress and achievements towards goals and emerging issues that could adversely affect the team/unit's delivery of agreed business targets
- In consultation with the supervisor, develop an annual work plan that articulates, clarifies and documents the role's specific responsibilities, key deliverables and indicators of success over a 12 month period

Key challenges

- Balancing a range of competing and conflicting work priorities and/or workflows. The challenge comes when competing and conflicting demands are impacted by non- negotiable deadlines. This necessitates the role to engage with and effectively manage stakeholder expectations
- Keeping abreast of current and emerging financial trends, policy and legislative reform is critical as the role deals with internal and external customer requests across a broad range of issues
- Maintaining expertise and knowledge of best practice while supporting continuous improvement across the team through the appropriate processes, systems and policies to achieve business outcomes

Key relationships

Who	Why
Internal	
Customers and internal fleet partners	<ul style="list-style-type: none">• Delivers high quality customer-focused services
Team members and other shared services teams	<ul style="list-style-type: none">• Supports and shares information with colleagues to achieve team goals• Provides specialist advice and seek assistance as required
Supervisor	<ul style="list-style-type: none">• Escalates issues, provides updates and clarifies instructions• Receives guidance in negotiating priorities and in handling non-routine, complex and sensitive matters• Receives ongoing performance feedback, coaching and development
	Different agency overviews

Who	Why
	<ul style="list-style-type: none"> Key accountabilities no full stop at the end
External	
Suppliers/vendors	<ul style="list-style-type: none"> Respond to queries where possible, or redirect to relevant function / team Support and maintain engagement with suppliers as relevant
Other Government agencies	<ul style="list-style-type: none"> Ensure continued alignment with whole of government best practice in the management of the fleet services financial operations

Role dimensions

Decision making

The role acts independently in performing its core work functions, in accordance with relevant legislative requirements, policies, procedures and guidelines. In matters that are sensitive, high-risk or business critical, the role consults with the supervisor to agree on a suitable course of action. The role exercises independent judgement in responding to transactional and information enquiries from internal customers, and consults with the supervisor where clarification of priorities is required or problems cannot be resolved by standard practice.

Reporting line

This role reports to the Leader, Fleet Services (Clerk Grade 9/10).

Direct reports

This role has no direct reports.

Budget/Expenditure

This role has no financial delegation.

Key knowledge and experience

Appropriate tertiary qualifications in Business Administration or a relevant/related discipline, and/or demonstrated successful experience in a Shared Services/Contact Centre environment.

Essential requirements

- Applicant must hold a NSW driver's license





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

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	Adept
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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 Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Intermediate	<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 when they are speaking and ask appropriate, respectful questions

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay 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 • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Business Enablers Finance	Intermediate	<ul style="list-style-type: none"> • Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending • Take account of financial and budget implications, including value for money in planning decisions • Present basic financial information to a target audience in an appropriate format • Understand financial audit, reporting and compliance obligations and the actions needed to satisfy them • Display an awareness of financial risk and exposure and solutions to address these