

Role Description

Senior Research Officer



Customer
Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Customer, Delivery and Transformation / Customer Service Commission
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	224411
PCAT Code	1339192
Date of Approval	August 2019

Primary purpose of the role

Lead the research and collection of a range of customer experience data to shape and assess priority customer initiatives. This role will provide specialist research advice, analysis and project management skills to identify key actionable insights for NSW Government Departments and Agencies, the Minister, Cabinet and its committees.

Key accountabilities

- Plan, conduct and oversee research using available customer data sources to develop actionable insights for clusters to improve customer experience
- Support the delivery of research design and solutions that best meet the Division's/Branch's objectives and drive the development of practical initiatives and outcomes to benefit the broader community and economy
- Drive the development, delivery and continuous improvement of high-quality reporting dashboards for government to advise on customer experience, service performance, sentiment and brand performance
- Design and lead ad-hoc qualitative and quantitative customer research to support and assess priority customer initiatives
- Seek opportunities and implement solutions to improve sector capability in using customer insights and analysis, including by providing research advice and expertise to internal and external stakeholders
- Build and maintain relationships with clusters group to support delivery of key insights and initiatives
- Oversee the development of briefings on behalf of the team in accordance with approved standards and timeframes
- Apply best practice project management principles to ensure efficient and effective use of project resources to deliver objectives within established timeframes and project plans

Key challenges

- Successful delivery of strategic unit objectives on time and to a high standard in a high-volume work environment with competing priorities and changing deadlines
- Identifying and escalating where required risks and issues that have an impact on deliverables, and implementing options for resolution
- Understanding complex and interconnected customer operating environment across the cluster

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Build knowledge, provide advice and share ideas and information to support delivery of strategic unit priorities. • Escalate issues and propose solutions. • Receive guidance and provide regular updates on projects, issues and priorities
Work Team	<ul style="list-style-type: none"> • Build knowledge, provide advice and share ideas and information to support the delivery of key recommendations and products • Communicates priorities around day to day tasks and priorities Support a shared sense of direction and a culture of service and performance • Attends and contributes to regular team and Business unit meetings • Provides training to other staff and participates in process review and improvement projects within the team, branch and division
Other internal colleagues	<ul style="list-style-type: none"> • Supply relevant information and respond to requests where required • Work collaboratively across internal networks to develop
Client/Customer	<ul style="list-style-type: none"> • Be persuasive in getting information required for reporting and analytical purposes with timeframes • Respond to queries and resolve issues
External	
Customer/Stakeholders	<ul style="list-style-type: none"> • Provide services and respond to queries within agreed service standards and timeframes • Manage effective stakeholder engagement and work collaboratively with participating agencies on development and transfer of information • Support consistent, clear and concise communication transfer • Build and maintain sound relationships with other Business Units as required and ensure effective communication and consultation processes to 'bring staff on board' and manage expectations

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting line

Research Manager

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements





- Tertiary qualifications within a relevant business discipline, or at least three years' demonstrated relevant working experience in a senior research or related role

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

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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Manage Self	Advanced	<ul style="list-style-type: none"> Act as a professional role model for colleagues, set high personal goals and take pride in their achievement Actively seek, reflect and act on feedback on own performance Translate negative feedback into an opportunity to improve Maintain a high level of personal motivation Take the initiative and act in a decisive way
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Advanced	<ul style="list-style-type: none"> Promote a culture of quality customer service in the organisation Initiate and develop partnerships with customers to define and evaluate service performance outcomes Promote and manage alliances within the organisation and across the public, private and community sectors Liaise with senior stakeholders on key issues and provide expert and influential advice Identify and incorporate the interests and needs of customers in business process design Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Results Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals and initiate amendments where necessary Evaluate progress and identify improvements to inform future projects