

# Role Description

## Team Leader, Customer Experience



Treasury

Cluster	NSW Treasury
Division/Branch/Unit	Office of the NSW Small Business Commissioner / Dispute Resolution and Mediation Services
Location	Sydney
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	221111
PCAT Code	1228292
Date of Approval	May 2020
Agency Website	<a href="http://www.treasury.nsw.gov.au">www.treasury.nsw.gov.au</a>

### Why NSW Treasury

NSW Treasury leads the economic, jobs and investment conversation across New South Wales (NSW). From its position at the centre of government, Treasury drives the economic development strategy to guide the State's growth for the benefit of the people who live, work and study in NSW. Its work includes boosting trade, investment and tourism, developing industry, supporting jobs growth, improving service delivery to the community and increasing living standards, now and into the future.

Information about the structure and functions of the NSW Treasury can be sourced on our website: <https://www.treasury.nsw.gov.au> (Refer to "About Treasury" and "Our Treasury Team").

### Primary purpose of the role

Provide service, information and assistance to customers on a wide range of escalated matters and deal with complex enquiries to facilitate outcomes in line with legislative requirements. Manage and lead a team by allocating and coordinating workflows and identifying best practice to ensure service delivery standards are met.

### Key accountabilities

- Manage a team and respond to highly complex escalated enquiries to complete related tasks and achieve service standards
- Apply specialised knowledge, legislation, regulations and procedures to facilitate appropriate customers outcomes
- Monitor, review and analyse work volumes to report new and emerging issues to develop and implement systems, procedures and projects, to achieve business outcomes and improve performance standards
- Provide constructive feedback and coach staff to build capability and improve performance to ensure service standards are met
- Respond to enquiries and deliver a range of processing activities with accuracy and efficiency to ensure service is provided to expected standards
- Develop and maintain specialised knowledge, techniques and skills to deliver a high-quality service and an enhanced customer experience

## Key challenges

- Managing a team with a diverse range of complex matters in a high volume or sensitive customer focused frontline environment while demonstrating resilience
- Keeping up to date with the range, pace and complexity of information and knowledge required while deliver quality service
- Developing processes and plans to enhance team efficiency while acting as a change agent leading staff through change and determining solutions to problems as they arise

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Escalate issues and keep informed on matters that impact client/customers or business</li> <li>• Make recommendations on broader unit issues</li> <li>• Make recommendations regarding development, performance and service level standards</li> <li>• Receive guidance and feedback</li> </ul>
Team	<ul style="list-style-type: none"> <li>• Lead meetings to obtain work group perspective and share information</li> <li>• Guide, support, coach and mentor to deliver business outcomes</li> <li>• Role model behaviours and values</li> <li>• Provide positive and constructive feedback</li> </ul>
Clients and stakeholders	<ul style="list-style-type: none"> <li>• Provide specialised information, services and educate</li> <li>• Manage the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues</li> <li>• Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert customer focused advice and regular updates</li> <li>• Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution</li> </ul>
<b>External</b>	
Clients and stakeholders	<ul style="list-style-type: none"> <li>• Provide specialised information and educate</li> <li>• Respond and resolve queries, providing information and/or resources or redirect to the appropriate person or business unit if required</li> <li>• Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards</li> <li>• Engage with, consult, seek clarification and provide customer focused advice and responses to ensure the prompt resolution of issues</li> </ul>

## **Role dimensions**

### **Decision making**

- Independently determines the work priorities of the position, consistent with prescribed deadlines. Undertakes independent research/projects after agreeing parameters with the manager.
- In consultation with others, makes decisions that substantially alter outcomes and/or timelines and prepare ministerial correspondence, submissions and briefing papers as well as make recommendations and changes to work processes and guidelines.
- In consultation with others contributes to the planning and implementation of initiatives and projects in line with the priorities of the Office of the Small Business Commissioner and evaluates and provides input to the Manager and Director in the conduct, planning, management and implementation of programs.

### **Reporting line**

Manager, Customer Experience

### **Direct reports**

5-6 Direct Reports

## **Essential requirements**






- Experience coaching a team of high performers.
- Experience simplifying complex information into easy to understand communications for staff and customers
- Demonstrated flexibility to work in a customer operations environment to meet service standards
- Demonstrated collaboration skills to complete group projects.

## 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](http://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 of this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 <b>Personal Attributes</b>	<b>Display Resilience and Courage</b>	<b>Adept</b>
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 <b>Relationships</b>	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Intermediate
 <b>Results</b>	<b>Deliver Results</b>	<b>Adept</b>
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 <b>Business Enablers</b>	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Intermediate</b>
 <b>People Management</b>	<b>Manage and Develop People</b>	<b>Adept</b>
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	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
<b>Personal Attributes</b> Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>• Be flexible, show initiative and respond quickly when situations change</li> <li>• Give frank and honest feedback/advice</li> <li>• Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>• Raise and work through challenging issues and seek alternatives</li> <li>• Keep control of own emotions and stay calm under pressure and in challenging situations</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Encourage a culture of recognising the value of collaboration</li> <li>• Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>• Share lessons learned across teams/units</li> <li>• Identify opportunities to work collaboratively with other teams/ units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering on intended outcomes</li> <li>• Make sure team/unit staff understand expected goals and acknowledge success</li> <li>• Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>• Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>• Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>• Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>
<b>Business Enablers</b> Project Management	Adept	<ul style="list-style-type: none"> <li>• Prepare clear project proposals and define scope and goals in measurable terms</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>Prepare accurate estimates of costs and resources required for more complex projects</li> <li>Communicate the project strategy and its expected benefits to others</li> <li>Monitor the completion of project milestones against goals and initiate amendments where necessary</li> <li>Evaluate progress and identify improvements to inform future projects</li> </ul>
<b>People Management</b> Manage and Develop People	Adept	<ul style="list-style-type: none"> <li>Define and clearly communicate roles and responsibilities to achieve team/unit outcomes</li> <li>Negotiate clear performance standards and monitor progress</li> <li>Develop team/unit plans that take into account team capability, strengths and opportunities for development</li> <li>Provide regular constructive feedback to build on strengths and achieve results</li> <li>Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way</li> <li>Monitor and report on performance of team in line with established performance development frameworks</li> </ul>