

# Role Description

## Operations Support Officer



Department  
of Industry

Cluster	Industry
Agency	Small Business Commissioner
Division/Branch/Unit	Mediation Services Unit
Location	Sydney MLC
Classification/Grade/Band	Clerk Grade 5/6
Role Family ( <i>internal use only</i> )	Bespoke/Administrative and Executive Support/ Support
ANZSCO Code	224912
PCAT Code	1119192
Date of Approval	May 2019
Agency Website	<a href="https://www.smallbusiness.nsw.gov.au/">https://www.smallbusiness.nsw.gov.au/</a>

### Agency overview

The NSW Department of Industry leads the state government's contribution to making NSW a place where people want to live and work and businesses choose to invest and grow.

We support all areas of economic activity where NSW has competitive strengths. We also have responsibilities for:

- Skill formation and development to match industry demand
- Partnering with stakeholders in stewardship and sustainable use of the state's natural resources; and
- Supporting economic growth in the regions.

Our strategies are built on close relationships to understand industry's needs. We deliver a wide range of training and specialist services and we help to secure efficient and dependable government decision-making that contributes to business confidence. We measure our success by the:

- Growth in quantity of employment and the value of output; and the
- Competitiveness and sustainability of industries in NSW.

We focus on four cultural attributes to deliver our outcomes: Ownership, Customer Experience, Innovation and Collaboration. These attributes are the pillars of our Corporate Plan.

The NSW Small Business Commission has been established to provide advocacy and dispute resolution services to the small business sector in New South Wales. The NSW Small Business Commission is hosted within NSW Department of Industry and provides a single point of access to assist the small business sector in cases of unfair treatment.

## Primary purpose of the role

The Operations Support Officer provides information and services to a wide range of small business clients, particularly regarding the Retail Lease Bond Scheme, and delivers business outcomes.

## Key accountabilities

- Provide daily claims settlement and operational support for the Retail Lease Bond Scheme, delivering consistent results with a high level of customer service
- Investigate claims received, validate identities, prepare remittances and denials, and refer disputed claims to mediation.
- Contribute and work within the team to ensure overall team KPIs are met
- Coordinate and manage records and databases, complying with administrative systems, processes and policies, to ensure that all information is accurate, stored correctly and accessible
- Advise senior staff about emerging issues which present through client interaction to ensure these are dealt with effectively
- Work collaboratively with all units within NSW SBC and contribute to other activities as required to support priorities and initiatives.

## Key challenges

- Maintain a high volume of transactions and enquiries while consistently providing excellent customer service and feedback
- Identify challenges in the digital platform and assist stakeholders in developing solutions
- Delivering quality services in a timely manner, given competing client demands and priorities, the need to address unforeseen issues, the high volume of work and the need to work independently

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"><li>• Escalate issues, propose solutions and provide updates</li></ul>
Work team	<ul style="list-style-type: none"><li>• Support the team and work collaboratively to achieve the team's business outcomes</li></ul>
Small Business Commissioner staff	<ul style="list-style-type: none"><li>• Share knowledge and support projects and case management</li></ul>
<b>External</b>	
Client/Customers	<ul style="list-style-type: none"><li>• Process applications and requests for information or support</li></ul>

## Role dimensions

### Decision making

- Independently determines the work activities of each case to best respond to client needs
- In consultation with the Manager or senior team members, decides next steps on unusual enquiries, and escalates complex concerns and those that are not resolved through the standard processes.

## Reporting line

Service Delivery Manager

## Direct reports

Nil

## Budget/Expenditure

Nil





## 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 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
	<b>Act with Integrity</b>	<b>Intermediate</b>
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	<b>Demonstrate Accountability</b>	<b>Foundational</b>
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	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
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Personal Attributes</b> Manage Self	Intermediate	<ul style="list-style-type: none"> <li>• Adapt existing skills to new situations</li> <li>• Show commitment to achieving work goals</li> <li>• Show awareness of own strengths and areas for growth and develop and apply new skills</li> <li>• Seek feedback from colleagues and stakeholders</li> <li>• Maintain own motivation when tasks become difficult</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>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</li> </ul>
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Research and analyse information and make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>• Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>• Identify ways to improve systems or processes which are</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		used by the team/unit
<b>Results</b> Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> <li>• Take responsibility for own actions</li> <li>• Be aware of delegations and act within authority levels</li> <li>• Be aware of team goals and their impact on work tasks</li> <li>• Follow safe work practices and take reasonable care of own and others health and safety</li> <li>• Escalate issues when these are identified</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>