

Role Description

Team Leader, Contact Centre



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|---------------------------|--|
| Cluster | Customer Service |
| Department/Agency | ServiceNSW |
| Division/Branch/Unit | Contact Centre |
| Classification/Grade/Band | ServiceNSW Award Grade 6/7 |
| ANZSCO Code | 541111 |
| PCAT Code | 1119192 |
| Date of Approval | November 2019 |
| Agency Website | www.service.nsw.gov.au |

Agency Overview

Service NSW is making it easier for people and businesses across NSW to access government services. Since launching in July 2013, we have successfully transformed and streamlined NSW Government service delivery with cutting edge digital solutions and an award-winning culture of passion and teamwork.

Our customer-centric solution offers simpler and faster access to government transactions through our digital channels, a 24/7 phone service and an expanding network of service centres. We currently partner with over 50 agencies to offer over 1,000 NSW Government transactions.

Primary purpose of the role

Leads a team to deliver timely, efficient, effective and integrated services to customers of the NSW Government, ensuring high levels of customer service delivery and provision of a quality customer experience. The position provides high quality information, assistance and customer service by monitoring the nature of customer inquiries, handling complex and sensitive matters, providing employees with feedback on individual performance and development.

Key accountabilities

- Coach and develop customer service representatives and customer concierge operators to deliver effective, efficient and quality customer outcomes
- Provide support to team members and be point of escalation, to resolve complex enquiries and complaints.
- Monitor the call distribution process and control the quality and timeliness of the response to ensure service is provided with customer inquiries resolving issues as a priority with Service Level Agreements
- Provide team members with timely and accurate feedback for improvements to ensure high quality customer service is provided to customers.
- Assist in instilling a courageous culture, focused on promoting ethical values, which encourages the team to speak up when faced with a complex ethical dilemma.
- Contribute to performance management process consistent with customer service delivery standards against set metrics and standards to ensure positive team coaching and development
- Facilitate learning and development to ensure centre employees are focussed on enhancing customer experience and develop professional expertise within the Department
- Communicate project requirements to support contact centre operations in line with capabilities while evaluating and reporting on work outcomes to achieve business objectives

Key challenges

- Promoting a courageous culture based on ethical standards while dealing with complex matters reflecting contact centre best practice
- Leading a team effectively with highly specialist knowledge to deliver services in a high-volume, high pressure contact centre environment, while focusing on enhancing customer experience as the highest priority

Key relationships

| Who | Why |
|---|--|
| Internal | |
| Manager | <ul style="list-style-type: none"> • Contribute to broader unit issues • Support in the day to day operations of the contact centre |
| Work Team / Contact Centre Staff | <ul style="list-style-type: none"> • Support team members and work collaboratively to contribute to achieving the team's business outcomes • Encourage team members to actively participate in team based activities, sharing information and providing peer support where appropriate |
| Internal Customer/ Stakeholders | <ul style="list-style-type: none"> • Provide a client-focused approach to service delivery • Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues • Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert advice and regular updates. • Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution |
| External | |
| Outsourced Provider of after-hours services | <ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication to ensure • Collaborate with and manage the escalation of issues from the outsourced provider, ensuring compliance with standard issues management operating practice and protocols |
| External Customers/Stakeholders | <ul style="list-style-type: none"> • Develop and maintain effective relationships to facilitate consultation, provide feedback on service delivery and collaborate to enhance service delivery • Respond and resolve queries, providing information and/or resources or redirect to the appropriate person or business unit if required • 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 |

| Who | Why |
|-----|-----|
|-----|-----|

- Engage with, consult, seek clarification and provide advice and responses to ensure the prompt resolution of issues.

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.

Reporting line

Assistant Contact Centre Manager or Contact Centre Manager.

Direct reports

This role has various direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements



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

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 | Intermediate |
| | Manage Self | Intermediate |
| | Value Diversity | Intermediate |
|  Relationships | Communicate Effectively | Intermediate |
| | Commit to Customer Service | Adept |
| | Work Collaboratively | Intermediate |
| | Influence and Negotiate | Intermediate |

NSW Public Sector Capability Framework

| Capability Group | Capability Name | Level |
|---|-------------------------------------|---------------------|
|  | Deliver Results | Adept |
| | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Adept |
| | Demonstrate Accountability | Intermediate |
|  | Finance | Foundational |
| | Technology | Intermediate |
| | Procurement and Contract Management | Foundational |
| | Project Management | Foundational |
|  | Manage and Develop People | Intermediate |
| | Inspire Direction and Purpose | Foundational |
| | Optimise Business Outcomes | Intermediate |
| | 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 |
|--|--------------|--|
| 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 |
| 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 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 |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|--|--------------|--|
| Relationships Commit to Customer Service | Adept | <ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community |
| 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 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 Technology | Intermediate | <ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |
| People Management Optimise Business Outcomes | Intermediate | <ul style="list-style-type: none"> Develop team/unit plans that take into account team capability and strengths Plan and monitor resource allocation effectively to achieve team/unit objectives Ensure team members work with a good understanding of business principles as they apply to the public sector context |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|----------------------|-------|--|
| | | <ul style="list-style-type: none">• Participate in wider organisational workforce planning to ensure the availability of capable resources |
