

Role Description

Team Leader Customer Service



Cluster	Regional NSW
Agency	Local Land Services
Division/Branch/Unit	Region
Location	Negotiable with Region
Classification/Grade/Band	Administrative and Clerical Stream LLS Level 7
Role Family <i>internal use only</i>	Bespoke/Customer Service/Delivery
ANZSCO Code	149212
PCAT Code	1119192
Date of Approval	December 2018 (updated April 2020)
Agency Website	http://www.lls.nsw.gov.au/

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has responsibility for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Local Land Services (LLS) is an Executive Agency related to the cluster. It provides quality, customer-focused services to landholders and the community across New South Wales. This regionally-based organisation brings together a wide range of service and advisory functions including agriculture, biosecurity, natural resource management, land management, biodiversity, emergency services, private native forestry and the Soil Conservation Service.

Primary purpose of the role

The position manages and leads a team of customer service staff dedicated to delivering quality customer information to a wide range of customers and stakeholders within the Region. The role delivers a range of internal business services to support all teams to deliver efficiently and effectively. The role incorporates distribution strategy planning, workforce planning and management, reviewing and improving customer and staff self-service functions to enhance efficiencies, developing staff competencies and supporting internal and external quality service delivery.

The role operates as an internal liaison to facilitate and coordinate the customer facing business, and business and finance requirements of all operational teams.

Key accountabilities

- Manage and lead the Customer Service and Business team to ensure team members are motivated and informed so they are able to promote a positive professional image of LLS and the Region.
- Implement customer service plans and strategies for engagement with the community and other key stakeholders to effectively market, foster commitment to and enhance understanding of the functions of LLS.

- Provide advice and analysis on customer service projects and service delivery to enable an environment of continuous improvement.
- Identify priorities, implement change and promote business process improvement through the use of technology, and deliver value to our customers for improved and efficient service delivery.
- Monitor, analyse, evaluate and report on customer service activities and initiatives to demonstrate that key performance indicators and outcomes are met
- Contribute to the development and implementation of regional strategic and operational plans and projects and delivery of outcomes defined in NSW Government Strategic Plans and associated business and functional plans.
- Assist with activities to prevent, prepare for, respond to and recover from emergencies.

Key challenges

- Promoting a positive, professional high quality customer information service in a high volume and politically changing work environment, ensuring the team is informed and knowledgeable regarding policies and processes, programs and initiatives.
- Developing partnerships with external organisations and varied clients in a high volume transactional environment that is impacted by changes in legislation, policies and programs.
- Developing robust systems and processes to ensure a focus is maintained on quality whilst maximising service delivery.

Key relationships

Who	Why
Internal	
Manager Business and Finance and/or General Manager	<ul style="list-style-type: none"> • Provide advice and contribute to the development and implementation of work and resource planning systems and strategies that are designed to enhance the delivery of customer service. • Provide direction, advice and support in the delivery of customer service functions and initiatives and dealing with requests for information and data. • Ensure optimal use of resources (physical, financial and human) to support client services.
Customer Service Team	<ul style="list-style-type: none"> • Mentor, lead and support the team and share information and research. • Ensure consistent and coordinated customer services through teamwork and collaboration.
Regional LLS staff	<ul style="list-style-type: none"> • Exchange information and enhance knowledge of programs, policies and legislative changes. • Support all regional staff with delivery of strong customer service and business processes.
External	
Industry stakeholders, and customers	<ul style="list-style-type: none"> • Research data and seek and provide information in relation to Local Land Service activities initiatives and projects.

Role dimensions

Decision making

This role has a high level of autonomy and is fully accountable for the delivery of customer and business services that meet the agreed requirements of quality, deliverables and outcomes and refers to a Manager any decisions that require significant deviation from project outcomes or timeframes, are likely to escalate or create substantial or contentious precedent, require a higher administrative or financial delegation, or submission to a higher level of management.

Reporting line

This role reports to the Manager Business & Finance or General Manager (varies across regions)

Direct reports

A team consisting of Senior Customer Service Officer, Customer Service Officers, Customer Service & Administration Officer and Customer Service & Administration Support Officer (varies across regions)

Budget/Expenditure

As determined by supervisor.

Essential requirements

- Current NSW Driver Licence
- Ability and willingness to travel






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	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Intermediate

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 Act With Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way Support a culture of integrity and professionalism Understand and follow legislation, rules, policies, guidelines and codes of conduct Ensure that others understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct Recognise and report misconduct, illegal or inappropriate behaviour Report and manage apparent conflicts of interest

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Advanced	<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
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> Build a culture of respect and understanding across the organisation Support a culture of quality customer service in the organisation Recognise outcomes which resulted from effective collaboration between teams Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation and cross-government Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> Assess work outcomes and identify and share learnings to inform future actions Ensure that actions of self and others are focused on achieving organisational outcomes Exercise delegations responsibly Understand and apply high standards of financial probity with public monies and other resources Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others Conduct and report on quality control audits Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Technology	Adept	<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
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Perform basic research and analysis which others will use to inform project directions Understand project goals, steps to be undertaken and expected outcomes Prepare accurate documentation to support cost or resource

Group and Capability	Level	Behavioural Indicators
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> estimates Participate and contribute to reviews of progress, outcomes and future improvements Identify and escalate any possible variance from project plans
		<ul style="list-style-type: none"> Define and clearly communicate roles and responsibilities to achieve team/unit outcomes Negotiate clear performance standards and monitor progress Provide regular constructive feedback to build on strengths and achieve results Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way Monitor and report on performance of team in line with established performance development frameworks