

Role Description

Shared Services Officer

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Corporate Services/Transport Shared Services/Service Centre
Location	Various
Classification/Grade/Band	Grade 4
Role Number	TBC
ANZSCO Code	541112
PCAT Code	599411
Date of Approval	5 November 2019
Agency Website	www.transport.nsw.gov.au

Agency overview

Over the next 40 years, Sydney's population is projected to swell to over 12 million residents and regional NSW will accommodate an extra 700,000 people. Transport for NSW is delivering an unprecedented \$55.6b investment into a truly game changing Future Transport strategy which will bring together several modes and cutting edge technologies to deliver satisfaction and safety for our customers while supporting a rapidly growing economy.

Primary purpose of the role

The primary purpose of the role is to respond to multi-channel customer enquiries at first contact, as well as to processes transactions using defined processes, computerised systems, telephony and technology solutions, in order to support the effective and efficient delivery of tier 0 and tier 1 services to a range of internal and external customers. Furthermore, the role contributes to the development of a high-quality knowledge base for the TSS Service Centre by undertaking the writing and review of knowledge articles, as well as providing training and coaching to team members.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers.
- Provide consistently high-quality customer service by interpreting and resolving first-contact enquiries from internal customers and external vendor, public, and industry enquiries in a fast-paced shared services environment.

- Communicate with customers in a courteous and empathic way, demonstrating a willingness to assist and a commitment to providing high-quality service.
- Process a range of transactions accurately and efficiently, referencing shared service knowledge articles to ensure the transaction is consistently executed accordingly to requirements.
- Escalate more complex enquiries and transactions to ensure the timely and effective resolution of issues, providing feedback to the customer to ensure they are aware of the progress of their enquiry and/or transaction.
- Achieve the required shared services performance levels in terms of customer satisfaction, efficiency and effectiveness of services provided.
- Effectively use a range of computerised systems, technology and telephony solutions to undertake work tasks, triage, refer or escalate work tasks, enter data and maintain up to date records in order to facilitate work allocation, performance analysis and service improvement.
- Work cooperatively within a team, helping to achieve team objectives by contributing to a team environment of knowledge and information sharing, continuous improvement, and skill and capability development.
- Under the direction of the Service Improvement team, undertake the writing and review of knowledge articles for tier 0 and tier 1 enquiries and transactions, participate in regular quality assessments as well as provide training and coaching to team members.
- Where required, work across more than one service line in order to meet operational needs and participate in cyclical operational and performance discussions.

Key challenges

- Processing a high volume of varied transactions and enquiries within the service line, while maintaining high levels of customer service.
- Delivering consistent quality customer service while working with customers across various channels, and with fluctuating volumes and demands.
- Working independently to achieve individual performance levels as well as part of a team to contribute to overall service performance and improvement.

Key relationships

Who	Why
Internal	
Team Leader	<ul style="list-style-type: none"> • Participate in capability development, training and performance improvement initiatives. • Seek advice on more challenging enquiries and transactions. • Escalate issues, propose solutions and provide regular updates.
Work team	<ul style="list-style-type: none"> • Contribute to team performance goals through individual contribution. • Manage individual workload and assist team members as required.
TfNSW Customers	<ul style="list-style-type: none"> • Complete enquiries and transactions on behalf of customers. • Monitor, address and/or escalate requests if required. • Manage the flow of information, seek clarification and provide advice and responses.

External

External Customers (e.g. vendors, industry groups, public)

- Complete enquiries and transactions on behalf of customers.
 - Monitor, address and/or escalate requests if required.
 - Manage the flow of information, seek clarification and provide advice and responses.
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Role dimensions

Decision making

As per the delegation level of the role.

Reporting line

Team Leader

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Demonstrated knowledge and/or experience in a customer-centric service organisation such as a contact centre, service centre, shared service, corporate or managed service environment.
- Demonstrated ability to adapt and to learn and implement new processes and procedures as new technology, service requirements and work methods emerge.
- Demonstrated ability to take ownership of customer experience and to build rapport, understand customer requirements and to provide best possible service approach from first contact.
- Experience using multiple computer-based systems and ability to learn new systems with ease.

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	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	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
Personal Attributes	Intermediate	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Act with Integrity		<p>professional way</p> <ul style="list-style-type: none"> • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to 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
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a good knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
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