Role Description
Frontline Customer Service Officer

Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	People Group /Professional and Ethical Standards
Location	105 Phillip Street, Parramatta
Classification/Grade/Band	Clerk Grade 1/2
Kind of employment	Ongoing
ANZSCO Code	531111
PCAT Code	1127172
Date of Approval	January 2022

Overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

The Professional and Ethical Standards Directorate has a legislative requirement under the *Children's Guardian Act 2019* to respond to and investigate allegations against employees of a child protection nature with a public expectation that students will be safe and investigations will occur in a timely manner. The Directorate also investigates other allegations of misconduct against employees.

Primary purpose of the role

The Frontline Customer Service Officer is the first point-of-contact for people contacting Professional and Ethical Standards (PES). The officer is required to have an excellent understanding of good customer service and to be able to determine how best to allocate incoming matters to the relevant PES teams. The officer will also provide other general administrative support as required.

Key accountabilities

- Undertaking first point-of-contact telephone duties daily for the Directorate as scheduled between 8:30am and 5:00pm.
- Provide administrative support including answering incoming calls and emails, directing queries to relevant areas, logging of mail and courier deliveries.

- Communicating effectively and professionally with internal and external clients and staff at all organisation levels and working cooperatively as a team member.
- Promote a culture of customer-centre service delivery and identify opportunities for continuous improvements in administrative support and service delivery.
- Update records and databases, complying with records management processes, to ensure information is accurate, stored correctly and accessible
- Other general administrative duties as required.

Key challenges

- Delivering accurate and consistent work within a high-volume environment

Key relationships

Who	Why
Internal	
Manager Support Services	• Escalate issues, provide updates and clarify instructions
Work Team	• Participate in meetings, share information and provide input on issues
Clients/Customers	• Respond to queries where possible, or redirect
External	
Customers/Suppliers	• Respond to queries where possible, or redirect

Role dimensions

Decision making

NA

Reporting line

NA

Direct reports

NA

Budget/Expenditure

NA

Key knowledge and experience

Knowledge of and commitment to implementing the Department's Aboriginal Education Policy and upholding the Department's Partnership Agreement with the NSW AECG and to ensure quality outcomes for Aboriginal people

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial

responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Capability group/sets	Capability name	Behavioural indicators	Level
FOCUS CAPABILITIES			
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Be willing to develop and apply new skills • Show commitment to completing assigned work activities • Look for opportunities to learn and develop • Reflect on feedback from colleagues and stakeholders	Foundational
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Recognise the importance of customer service and understanding customer needs • Help customers understand the services that are available • Take responsibility for delivering services that meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers • Recognise that customer service involves both external and internal customers	Foundational

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek clarification when unsure of work tasks • Complete own work tasks under guidance within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks	Foundational
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security	Foundational

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational