

Role Description

Assistant Team Leader



Customer
Service

Cluster	Customer Service
Department/Agency	Department of Customer Service
Division/Branch/Unit	Customer, Delivery and Transformation/Births Deaths & Marriages
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	541211
PCAT Code	1119192
Date of Approval	January 2019

Primary purpose of the role

Assist the Team Leader in the supervision of staff in the delivery of timely, accurate and responsive customer and stakeholder services.

Key accountabilities

- Demonstrate a commitment to BDM's vision and mission, and model organizational values and collaboratively create and generate service experiences that deliver timely quality outcomes for customers.
- Process of various incoming applications and registrations; assess to identify whether legislative requirements are met and make appropriate recommendations.
- Respond to enquiries and resolve issues from customers, external agencies and stakeholders in relation to the Registry's products, services and legislative requirements, including receiving, processing and registering applications for birth, death, marriage, relationship and change of name.
- Provide high quality information and assistance to clients and stakeholders via telephone, face-to-face, email and other forms of communication.
- Ensure the eligibility and compliance of all registrations and applications received by BDM, and undertake routine follow-up of non-compliant and incomplete registrations and applications as required and in accordance with Registry policies.
- Inputs data, monitors, reviews and reports on the service delivery performance of the team and identifies trends, issues, and areas for improvement.
- Assess entries to be made into the Register of births, deaths, marriages and relationships, especially registrations for a more complex nature, for example change of name and late birth registrations.
- Assist in the supervision of Service Delivery Support Officers including providing day to day support and guidance, on-the-job training and regular one-to-one meetings to identify individual and development needs and monitor performance.

Key challenges

- Delivering multiple administrative support activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail
- Working flexibly across Registry service lines
- Delivering first class customer service in an environment that has significant and constant workload and at times customer complexity.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">Escalate issues and provide updates.
Work Team	<ul style="list-style-type: none">Provide advice on a daily basis to assist in achieving objectives and deliver professional, responsive and accurate client servicesInspire, guide, support and motivate team, provide direction and manage performanceReview the work and proposals of team membersEncourage team to work collaboratively to contribute to achieving the team's business outcomesParticipate in meetings, share information and provide input on issues
Clients/Customers	<ul style="list-style-type: none">Respond to queries, identify needs, communicate services and redirect, escalate or resolve issuesProvide sound and reliable advice to achieve agency objectivesProvide advice and guidance on system related topics
External	
Customers/Suppliers	<ul style="list-style-type: none">Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues

Role dimensions

Decision making

The role assists in the supervision of a team according to established routines, practices and procedures, in relation to day to day matters concerning the operations of the Registry.

The role is responsible for monitoring and supporting staff on a day to day basis, providing on-the-job training and approving leave requests after consultation with the Team Leader. Performance issues, allocation of work and issues identified at one-to-one meetings and in the workplace are referred to the Team Leader.

Reporting line

The role reports to the relevant Team Leader

Direct reports

Up to 9 direct reports, depending on location

Budget/Expenditure

Nil

Essential requirements

- Service delivery experience and the ability to contribute to a positive workplace culture

Under the provisions of the Government Sector Employment Act 2013 (GSE Act), Assistant Team Leaders may be required to work in any area of the portfolio as determined by the business requirements as BDM have various types of Assistant Team Leader roles.

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

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NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Foundational
 People Management	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral indicators provide examples of the types of behaviors 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 Manage Self	Intermediate	<ul style="list-style-type: none">• Adapt existing skills to new situations• Show commitment to achieving work goals• Show awareness of own strengths and areas for growth and develop and apply new skills

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships		<ul style="list-style-type: none"> • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult
Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results		
Deliver Results	Foundational	<ul style="list-style-type: none"> • 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
Business Enablers		
Technology	Intermediate	<ul style="list-style-type: none"> • Seek clarification when unsure of work tasks • 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		
Manage and Develop People	Foundational	<ul style="list-style-type: none"> • Clarify work required, expected behaviours and outputs • Contribute to developing team capability and recognise potential in people • Give support and regular constructive feedback that is linked to development needs • Identify appropriate learning opportunities for team members • Recognise performance issues that need to be addressed and seek appropriate advice