# Role Description
# Manager, Service Desk

| | |
|---|---|
| **Cluster** | Stronger Communities |
| **Agency** | Legal Aid NSW |
| **Division/Branch/Unit** | ICT |
| **Location** | Central Sydney |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **ANZSCO Code** | 263112 |
| **PCAT Code** | 1336292 |
| **Date of Approval** | 29 August 2019 |
| **Agency Website** | www.legalaid.nsw.gov.au |

## Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 25 regional offices in metropolitan and regional centres across NSW and a number of specialist services and advice clinics. It was established under the Legal Aid Commission Act 1979 as an independent authority to assist economically and socially disadvantaged people to understand and protect their rights in the legal system. People with disabilities, people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation to eligible people in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues.

## Primary purpose of the role

Responsible for the delivery of quality customer focused support services to internal and external clients across multiple locations, services, platforms and technologies in line with agreed service level agreements

## Key accountabilities

- Deliver quality customer focused support services in line with agreed services and SLA's
- Manage the consistent use of agreed tools and methods to address and resolve user identified problems in line with service level agreements
- Manage the currency and validity of reference materials to ensure team members are able to access and apply up-to-date solutions and processes
- Report against performance metrics to highlight areas where modifications are required for enhancing team performance and efficiency

- Manage and develop a team of staff responsible for the delivery of support services

## Key challenges

- Source and secure appropriately skilled resources to meet current and future needs and comply with agreed standards and procedures
- Manage complex and competing demands with multiple stakeholders whilst meeting customer expectations

## Key relationships

| Who | Why |
| --- | --- |
| **Internal** | |
| Principal Manager, Service Management | <ul><li>Escalate issues, keep informed, advise and receive instructions.</li><li>Determine support requirements and plan for requested changes</li></ul> |
| Work team | <ul><li>Inspire, guide, support and motivate team, provide direction and manage performance</li><li>Review the work and proposal of team members</li><li>Encourage team to work collaboratively to contribute to achieving the team's business outcomes</li></ul> |
| Corporate service teams | <ul><li>Escalate issues to address current and potential problems</li><li>Escalate service requests for action</li><li>Work collaboratively to achieve quality customer service outcomes</li></ul> |
| Customers | <ul><li>Resolve and provide solutions to issues</li><li>Enhance efficiency and quality of service to end users</li></ul> |
| **External** | |
| Suppliers / Vendors | <ul><li>Escalate issues to address current and potential problems.</li></ul> |

## Role dimensions

### Decision making

The Manager, Service Desk makes day to day decisions related to the sourcing, development and provision of support services to all customers in accordance with policies and procedures, monitors customer satisfaction with the services provided and seeks to work with customers to improve these services where necessary. The Manager works with a high degree of autonomy in the day to day management of the team's operational priorities and project activities, including managing call escalations and the workload of the team.

**Reporting line**

Principal Manager, Service Management

**Direct reports**

- Second Level Support Officer, Clerk Grade 5/6 x 3
- First Level Support Officer, Clerk Grade 3/4 x 3

**Budget/Expenditure**

Nil

**Essential requirements**

- Relevant tertiary and/or professional qualifications in ICT or related discipline or
- Significant demonstrated experience in relevant field.

## 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

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

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

| Occupation / profession specific capabilities | | |
|---|---|---|
| **Capability Set** | **Category, Sub-category and Skill** | **Level and Code** |
| SFIA | **Service Management, Service Operation, Service desk and incident management** | **Level 5 – USUP** |
| | **Solution Development and Implementation, Installation and Integration, Systems Installation/Decommissioning** | **Level 5 – HSIN** |
| | Procurement and Management Support, Supply Management, Supplier Relationship Management | Level 5 – SURE |

## 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**<br>Display Resilience and Courage | Adept | • Be flexible, show initiative and respond quickly when situations change<br>• Give frank and honest feedback/advice<br>• Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively<br>• Raise and work through challenging issues and seek alternatives<br>• Keep control of own emotions and stay calm under pressure and in challenging situations |
| **Relationships**<br>Communicate Effectively | Adept | • Tailor communication to the audience<br>• Clearly explain complex concepts and arguments to individuals and groups<br>• Monitor own and others' non-verbal cues and adapt where necessary<br>• Create opportunities for others to be heard<br>• Actively listen to others and clarify own understanding<br>• Write fluently in a range of styles and formats |
| **Relationships**<br>Commit to Customer Service | Adept | • Take responsibility for delivering high quality customer-focused services<br>• Understand customer perspectives and ensure responsiveness to their needs<br>• Identify customer service needs and implement solutions<br>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers<br>• Maintain relationships with key customers in area of expertise<br>• Connect and collaborate with relevant stakeholders within the community |
| **Results**<br>Deliver Results | Adept | • Take responsibility for delivering on intended outcomes<br>• Make sure team/unit staff understand expected goals and acknowledge success<br>• Identify resource needs and ensure goals are achieved within budget and deadlines<br>• Identify changed priorities and ensure allocation of resources meets new business needs<br>• Ensure financial implications of changed priorities are explicit and budgeted for<br>• Use own expertise and seek others' expertise to achieve work outcomes |
| **Results**<br>Plan and Priorities | Advanced | • Understand the links between the business unit, organisation and the whole-of-government agenda<br>• Ensure business plan goals are clear and appropriate including contingency provisions<br>• Monitor progress of initiatives and make necessary adjustments |

## NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|---|---|---|
| | | • Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately<br>• Consider the implications of a wide range of complex issues, and shift business priorities when necessary<br>• Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning |
| **Business Enablers**<br>Technology | Advanced | • Show commitment to the use of existing and deployment of appropriate new technologies in the workplace<br>• Implement appropriate controls to ensure compliance with information and communications security and use policies<br>• Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes<br>• Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes<br>• Implement and monitor appropriate records, information and knowledge management systems protocols and policies |
| **People Management**<br>Manage and Develop People | Adept | • Define and clearly communicate roles and responsibilities to achieve team/unit outcomes<br>• Negotiate clear performance standards and monitor progress<br>• Develop team/unit plans that take into account team capability, strengths and opportunities for development<br>• Provide regular constructive feedback to build on strengths and achieve results<br>• Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way<br>• Monitor and report on performance of team in line with established performance development frameworks |

## Occupation specific capability set (Skills Framework for the Information Age – SFIA)

| Category and Sub-Category | Level and Code | Level Descriptions |
|---|---|---|
| **Service Management,** Service Operation, Service desk and incident management | Level 5 – USUP | Ensures that the inventory of components to be supported is complete and current. Drafts and maintains policy, standards and procedures for the service desk and incident management. Schedules the work of service desk staff to meet agreed service levels. |

| Occupation specific capability set (Skills Framework for the Information Age – SFIA) | | |
|---|---|---|
| **Category and Sub-Category** | **Level and Code** | **Level Descriptions** |
| **Solution Development and Implementation,** Installation and Integration, Systems Installation/Decommissioning | Level 5 – HSIN | Takes responsibility for installation projects, providing effective team leadership, including information flow to and from the customer during project work. Develops and implements quality plans and method statements. Monitors the effectiveness of installations and ensures that appropriate recommendations for change are made. |