Role Description
Shared Services Consultant (Employee Services)

Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Corporate Services/Transport Shared Services/Service Centre
Location	Various
Classification/Grade/Band	Grade 5
Role Number	TBC
ANZSCO Code	541112
PCAT Code	1223737
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 provide a high standard of customer service in the resolution of complex or escalated enquiries and the processing of more complex or difficult transactions, including providing support to and resolving issues with employees, vendors, suppliers, customers and members of the general public. The role plays an active part in supporting the Team Leader in identifying and implementing opportunities for service delivery improvement in all areas of operations including resource management, building skills and capabilities in the team, and continuously improving processes, systems and the knowledge base.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers.
- Provide support to the Team Leader and other members of the team to ensure that approved procedures and processes are consistently applied to deliver services in a compliant and efficient manner.

- Handle more complex enquiries and transactions as referred by the team, monitor the resolution of these to ensure that tickets are closed out only when the issues have been fully resolved and process transactions where required to meet business performance.
- Trouble-shoot and problem solve recurrent customer service issues, owning and taking accountability for appropriate and timely solutions, and identifying opportunities for continuous improvement.
- Communicate with customers in a courteous and empathic way, demonstrating a willingness to assist and a commitment to providing high-quality service.
- 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.
- Support the team leader in allocating and monitoring work within the team, participate in regular quality assessments, helping to achieve team objectives by contributing to a team environment of knowledge and information sharing, continuous improvement, and skill and capability development.
- Participate in cyclical operational and performance discussions.

Key challenges

- Resolving customer issues that may require input across multiple stakeholders.
- Delivering quality customer services, while managing competing demands and priorities, unforeseen issues, the high volume of work, and the need to work as part of a team.
- Effectively contributing to a culture of innovation and continuous improvement in a changing and complex operating environment.

Key relationships

Who	Why
Internal	
Team Leader	• 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	• Support the resolution of complex enquiries and transactions in a timely manner, to enable the team to meet performance goals. • Manage individual workload and assist team members as required.
TfNSW Customers	• Complete complex 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 complex 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.

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 advanced skill in building rapport, understand complex customer requirements and resolving the concerns of dissatisfied customers.
- Ability to trouble-shoot and problem-solve customer issues in a time-bound environment and to identify and address more systemic root causes for continuous improvement.
- Ability to communicate clearly, concisely and appropriately both orally and in writing and to provide one-on-one instructional training.
- Experience using multiple computer-based systems and ability to learn new systems with ease.
- Demonstrated knowledge and experience in a number of human resources shared services including experience in working with relevant information systems and a working knowledge of legislative compliance requirements.

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**
	Display Resilience and Courage	Intermediate
	Act with Integrity	**Intermediate**
	Manage Self	Intermediate
	Value Diversity	Foundational
	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Adept**
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Foundational
	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
	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 Act with Integrity	Intermediate	• 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 • 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 Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary

		• Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Commit to Customer Service	Adept	• 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	Intermediate	• Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Deliver Results	Intermediate	• 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	• 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