

Role Description



Job Title	Support Services Specialist
Agency	Service NSW
Division	Service Delivery
Location	Various
Grade/Band	SNSW 5
Kind of Employment	Ongoing
ANZSCO Code	411711
Role Number	TBC
PCAT Code	1119192
Date of Approval	June 2018
Agency Website	www.service.nsw.gov.au

Agency Overview

At Service NSW we are a customer focused organisation, passionate about delivering a great customer experience, every day in every way.

Our culture is defined by shared values and behaviours that support the achievement of our Vision and Mission. Our success is based on living our shared values every day when we work with our customers and with each other.

Our vision is to be recognised as the distinctive leader in the provision of government services.

Our mission is to simplify the way customers do business with government and to transform our customers' experience through excellent service and quality at an optimal cost to serve. We'll do this by:

- putting our customers at the heart of everything we do;
- delivering more choice;
- making it easier to connect with us through a variety of easy to access channels; and,
- innovating, improving and simplifying how we do things.

Our values serve as a compass for our actions. These are the three core values that we live by:

Passion

A great customer experience is our highest priority.

Teamwork

We work together for positive customer outcomes.

Accountability

We work to create value and take ownership for the customer experience end-to-end.

Primary purpose of the role

To accurately and efficiently provide information and assistance to customers in determining eligibility, and, as needed, applying for, various NSW Government support services while ensuring that the customer experience is specific, empathic and provides clarity.

Key accountabilities

- Provide timely, personalised, high quality support to customers to determine eligibility for a variety of Government services, assistance packages and NSW Government Cost of Living initiatives
- Assist customers with the application process as needed by adopting multichannel delivery methods including face to face, telephone, video and web chat
- Ensure positive customer interactions, maintaining professionalism and providing accurate information that is tailored to the individual customer's situation
- Ensure accurate case notes are recorded from customer interviews
- Make referrals to authorised experts as required
- Work with a variety of information sources from a range of government agencies to find solution for customers
- Assist in Service Centre operations as required
- As a Service Centre team member, perform work as required in line with capabilities to contribute to the success of Service NSW objectives
- Comply with privacy requirements and legislative obligations ensuring confidentiality, privacy and integrity of information is not compromised
- Contribute to the development of new ideas, including the identification of opportunities to improve the efficiency of work processes and the implementation of changes in the workplace
- Assist or conduct training and coaching to support achievement of service delivery standards
- Comply with privacy requirements and legislative obligations ensuring confidentiality, privacy and integrity of information is not compromised.

Key challenges

- Maintain an in-depth knowledge of the breadth of support packages and services that are available to customers of NSW and any relevant processes to apply for the services
- Effectively and efficiently ask questions and learn about the specific situations of customers to clearly understand their needs and their eligibility for support packages/services
- Maintain a confidential, positive and individualised approach in dealing with different customers who have divergent needs, knowledge and backgrounds
- Maintain a professional approach when dealing with emotionally difficult customer conversations
- Balance empathic customer engagement with a practical focus on identifying applicable support services

Key relationships

Who	Why
Internal	
Service Centre Manager	Liaise, escalate issues, receive work instructions
Concierge	Interact to ensure positive customer experience
Other Support Services Specialists	Liaise to share best practice
External	
Customers	Understand needs and provide professional assistance and support as needed
Service Providers	Exchange information - Knowledge of services available is important in facilitating customer solutions

Role dimensions

Decision making

The position is fully accountable for the customer experience provided and the responsible use of systems and personal information

Reporting line

The Support Services Specialist reports directly to the Service Centre Manager.

Budget/Expenditure

Nil

Essential requirements





- Sound experience in working in complex customer focussed environments where importance is placed on identifying and supporting each customer's individual needs
- Practical experience in the use of customer relationship management and office software

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	Adept
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 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 Display Resilience & Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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
Results Think & Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
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