

Role Description

Team Leader Customer Service



Planning,
Industry &
Environment

Cluster	Planning, Industry and Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Housing & Property/Valuation Services
Location	Bathurst
Classification/Grade/Band	Clerk Grade 5-6
Role Family	Bespoke/Customer Service/Lead
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	October 2019
Agency Website	http://www.dpie.nsw.gov.au/

Agency overview

The Planning, Industry and Environment Cluster was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW.

Primary purpose of the role

Coordinates and supervises a team of customer service staff maintaining data bases and preparing documents associated with Objections and Appeals and other valuation related processes in accordance with current legislation, policies and procedures. The role also deals with a range of complex customer enquiries regarding Valuation Services and plays a significant role in the allocation of work and ensuring quality customer outcomes in accordance with the obligations under the service level agreement.

Key accountabilities

- Provide quality customer service responses and process more complex objections by examining documents and undertaking investigations to clarify information and ensure accuracy in accordance with legislation, policies, procedures and delegations
- Oversee, train, assist and advise staff on matters relating to preparing correspondence and processing objections
- Resolve complex enquiries and provide advice regarding Property NSW products, services and processes
- Liaise with and maintain good relationships with Valuation Services staff and stakeholders to resolve queries
- Quality assure, monitor and review correspondence and data input into relevant Property NSW systems to ensure accuracy, quality and data integrity
- Identify issues and advise the Assistant Customer Service Manager of matters that may be politically sensitive or contentious

Key challenges

- Prioritising tasks, plan work and meet tight timeframes while managing conflicting priorities
- Interpreting the more complex work and providing assistance to Customer Service Officers as required
- Ensuring the quality of work and adherence to policies and procedures in a high volume, repetitive environment.

Key relationships

Who	Why
Internal	
Assistant Manager / Manager	<ul style="list-style-type: none">• Escalate issues, advise and receive instructions.• Provide advice and contribute to team operations designed to enhance the delivery of customer service.• Provide advice and support in the delivery of customer service functions and initiatives and dealing with requests for information and data.
Work Team	<ul style="list-style-type: none">• Support team and work collaboratively to contribute to achieving organisation's business goals• Participate in meetings to obtain the work group perspective and share information
Valuation Services staff	<ul style="list-style-type: none">• Exchange information and enhance own knowledge of programs, policies and legislative changes.
External	
Contract valuers, local government and Government agencies	<ul style="list-style-type: none">• Provide information in relation to Valuation Service services and actively resolve issues
Customers	<ul style="list-style-type: none">• Provide information and resolve technical and complex enquiries.

Role dimensions

Decision making

- Together with the Assistant Manager /Manager, make day to day decisions regarding the provision of customer facing information and issue resolution services to clients.
- Share information and knowledge of current policies, processes, legislative requirements and activities to ensure customers are provided current and accurate information

Reporting line

Assistant Manager

Direct reports

This role has operational oversight of 8 Customer Service Officers

Budget/Expenditure

As per relevant DPIE financial delegations.

Essential requirements

- Ability to interpret legislation and conduct more complex investigations to solve problems and answer land valuation enquiries.

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	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	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 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	<ul style="list-style-type: none"> 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

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 Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
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
Relationships Work Collaboratively	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 Think and 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
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified Use financial and other resources responsibly
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
People Management Manage and Develop People	Foundational	<ul style="list-style-type: none">• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies• 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