

# Role Description

## Team Leader Customer Service

Cluster	Department of Regional NSW
Agency	Local Land Services
Division/Branch/Unit	Region
Location	Negotiable within Region
Classification/Grade/Band	Administrative and Clerical Stream LLS Level 7
ANZSCO Code	149212
PCAT Code	1119192
Date of Approval	December 2018 (updated June 2020)
Agency Website	<a href="http://www.lls.nsw.gov.au">http://www.lls.nsw.gov.au</a>

### Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has responsibility for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Local Land Services (LLS) is an Executive Agency related to the cluster. It provides quality, customer-focused services to landholders and the community across New South Wales. This regionally-based organisation brings together a wide range of service and advisory functions including agriculture, biosecurity, natural resource management, land management, biodiversity, emergency services, private native forestry and the Soil Conservation Service.

### Primary purpose of the role

The position manages and leads a team of customer service staff dedicated to delivering quality customer information to a wide range of customers and stakeholders within the Region. The role delivers a range of internal business services to support all teams to deliver efficiently and effectively. The role incorporates distribution strategy planning, workforce planning and management, reviewing and improving customer and staff self-service functions to enhance efficiencies, developing staff competencies and supporting internal and external quality service delivery.

The role operates as an internal liaison to facilitate and coordinate the customer facing business, and business and finance requirements of all operational teams.

## Key accountabilities

- Manage and lead the Customer Service and Business team to ensure team members are motivated and informed so they are able to promote a positive professional image of LLS and the Region.
- Implement customer service plans and strategies for engagement with the community and other key stakeholders to effectively market, foster commitment to and enhance understanding of the functions of LLS.
- Provide advice and analysis on customer service projects and service delivery to enable an environment of continuous improvement.
- Identify priorities, implement change and promote business process improvement through the use of technology, and deliver value to our customers for improved and efficient service delivery.
- Monitor, analyse, evaluate and report on customer service activities and initiatives to demonstrate that key performance indicators and outcomes are met
- Contribute to the development and implementation of regional strategic and operational plans and projects and delivery of outcomes defined in NSW Government Strategic Plans and associated business and functional plans.
- Assist with activities to prevent, prepare for, respond to and recover from emergencies.

## Key challenges

- Promoting a positive, professional high quality customer information service in a high volume and politically changing work environment, ensuring the team is informed and knowledgeable regarding policies and processes, programs and initiatives.
- Developing partnerships with external organisations and varied clients in a high volume transactional environment that is impacted by changes in legislation, policies and programs.
- Developing robust systems and processes to ensure a focus is maintained on quality whilst maximising service delivery.

## Key relationships

Who	Why
<b>Internal</b>	
General Manager and Manager Business and Finance	<ul style="list-style-type: none"><li>• Provide advice and contribute to the development and implementation of work and resource planning systems and strategies that are designed to enhance the delivery of customer service.</li><li>• Provide direction, advice and support in the delivery of customer service functions and initiatives and dealing with requests for information and data.</li><li>• Ensure optimal use of resources (physical, financial and human) to support client services.</li></ul>
Customer Service team	<ul style="list-style-type: none"><li>• Mentor, lead and support the team and share information and research.</li><li>• Ensure consistent and coordinated customer services through teamwork and collaboration.</li></ul>
Regional LLS staff	<ul style="list-style-type: none"><li>• Exchange information and enhance knowledge of programs, policies and legislative changes.</li><li>• Support all regional staff with delivery of strong customer service and business processes.</li></ul>

Who	Why
<b>External</b>	
Industry stakeholders and customers	<ul style="list-style-type: none"> <li>Research data and seek and provide information in relation to Local Land Service activities initiatives and projects.</li> </ul>

## Role dimensions

### Decision making

This role has a high level of autonomy and is fully accountable for the delivery of customer and business services that meet the agreed requirements of quality, deliverables and outcomes and refers to a Manager any decisions that require significant deviation from project outcomes or timeframes, are likely to escalate or create substantial or contentious precedent, require a higher administrative or financial delegation, or submission to a higher level of management.

### Reporting line

General Manager or Manager Business & Finance (varies across regions)

### Direct reports

A team consisting of Senior Customer Service Officer, Customer Service Officers, Customer Service & Administration Officer and Customer Service & Administration Support Officer (varies across regions)

### Budget/Expenditure

As determined by supervisor.

### Essential requirements

- Current NSW Driver Licence
- Ability and willingness to travel

## Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

### Focus capabilities


*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.


## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Personal Attributes</p>	<p><b>Act with Integrity</b></p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Act professionally and support a culture of integrity</li> <li>• Identify and explain ethical issues and set an example for others to follow</li> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>	Adept
 <p>Relationships</p>	<p><b>Commit to Customer Service</b></p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>• Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience</li> <li>• Ensure systems are in place to capture customer service insights to improve services</li> <li>• Initiate and develop partnerships with customers to define and evaluate service performance outcomes</li> <li>• Promote and manage alliances within the organisation and across the public, private and community sectors</li> <li>• Liaise with senior stakeholders on key issues and provide expert and influential advice</li> <li>• Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches</li> <li>• Ensure that the organisation's systems, processes, policies and programs respond to customer needs</li> </ul>	Advanced
	<p><b>Work Collaboratively</b></p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> <li>• Recognise outcomes achieved through effective collaboration between teams</li> <li>• Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government</li> <li>• Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions</li> <li>• Network extensively across government and organisations to increase collaboration</li> <li>• Encourage others to use appropriate collaboration approaches and tools, including digital technologies</li> </ul>	Advanced

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<p><b>Demonstrate Accountability</b></p> <p>Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> <li>• Assess work outcomes and identify and share learnings to inform future actions</li> <li>• Ensure that own actions and those of others are focused on achieving organisational outcomes</li> <li>• Exercise delegations responsibly</li> <li>• Understand and apply high standards of financial probity with public monies and other resources</li> <li>• Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety</li> <li>• Conduct and report on quality control audits</li> <li>• Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks</li> </ul>	Adept
	<p><b>Technology</b></p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> <li>• Identify opportunities to use a broad range of technologies to collaborate</li> <li>• Monitor compliance with cyber security and the use of technology policies</li> <li>• Identify ways to maximise the value of available technology to achieve business strategies and outcomes</li> <li>• Monitor compliance with the organisation's records, information and knowledge management requirements</li> </ul>	Adept
	<p><b>Project Management</b></p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> <li>• Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>• Prepare clear project proposals and accurate estimates of required costs and resources</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Identify and evaluate risks associated with the project and develop mitigation strategies</li> <li>• Identify and consult stakeholders to inform the project strategy</li> <li>• Communicate the project's objectives and its expected benefits</li> <li>• Monitor the completion of project milestones against goals and take necessary action</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>	Adept

## FOCUS CAPABILITIES






Capability group/sets	Capability name	Behavioural indicators	Level
 <p>People Management</p>	<p><b>Manage and Develop People</b> Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> <li>• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes</li> <li>• Adjust performance development processes to meet the diverse abilities and needs of individuals and teams</li> <li>• Develop work plans that consider capability, strengths and opportunities for development</li> <li>• Be aware of the influences of bias when managing team members</li> <li>• Seek feedback on own management capabilities and develop strategies to address any gaps</li> <li>• Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way</li> <li>• Monitor and report on team performance in line with established performance development frameworks</li> </ul>	Adept

### Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

## COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate