Role Description
Customer Services and Administration Manager

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	School Performance North / Office of the Deputy Secretary / Customer Service and Administration
Role number	
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
ANZSCO Code	.
PCAT Code	.
Date of Approval	
Agency Website	www.dec.nsw.gov.au

Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

School Performance Division

School Performance division leads and directs the operations of more than 2200 NSW public schools to maximise the academic achievements of all students and create a culture of success, learning and a desire to achieve, underpinned by innovative, adaptive and supportive strategies that also supports the quality of teaching and educational leadership at the school level.

The division is responsible for the achievement of excellence in educational leadership, professional practice and school performance in preschools, infants, primary, secondary, central and community schools, specialist and comprehensive schools, specific purpose schools, intensive English and environmental education centres. The overarching goal of the School Performance division is to achieve the best possible outcomes for the students in our public schools from preschool to year 12.

Primary purpose of the role

The Customer Services and Administration Manager manages the administrative, financial and reporting systems of the Customer Services team to ensure the delivery of services to customers is high quality, responsive and timely.

Key accountabilities

- Oversee the management of the motor vehicle fleet to ensure a well maintained, fully utilised fleet of vehicles to meet the transportation needs of the team.
- Provide administrative support and advice on the management of functions and systems to promote the effective operations of the Customer Services and School Performance teams.
- Provide leadership in exemplary customer service to both internal and external stakeholders to ensure accurate and timely response.
- Provide professional learning to build the capacity of the Customer Services team in administration and customer service.
- Undertake project work relating to the collation and provision of information satisfying reporting requirements and provide accurate information for decision making.
- Liaise with Customer Services and School Performance staff to identify the needs of individual offices, including site visits.
- Manage local recruitment in coordination with the HR Customer Services Manager team.

Key challenges

- Promoting and developing a culture of customer service for both internal and external customers
- Providing high quality executive and administrative services in a high volume, complex and sensitive environment.
- Working in a constantly changing environment and interpret and implement a broad range of government policies, procedures and processes.

Key relationships

Who	Why
Internal	
Team members, supervisor and internal customers	• Provide expert advice and recommendations. Develop productive and collaborative working relationships across the Customer Services and School Performance teams, ensuring the most productive use of resources to support public schools.
External	
External customers	• Resolve contentious and serious matters as appropriate by exemplary customer service.

Role dimensions

Decision making

This role acts independently in performing its core work functions in accordance with relevant policies, procedures and guidelines. In matters that are sensitive or complex the role consults with the supervisor or manager as required.

Reporting line

The role reports to:

211956: Customer Service and Administration Executive Officer CL 11/12

Direct reports

The role has the following direct reports:

- Customer Services and Administration Officer/s CL 1/2

Budget/Expenditure

The role has a financial delegation of up to: $25,000.

Essential requirements

- Hold a valid clearance to work with Children (Working with Children Check)
- Knowledge of and commitment to the Department's Aboriginal Education policies.

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**
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance	Adept

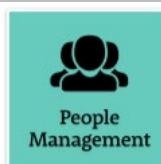|			
		• Demonstrate and maintain a high level of personal motivation	
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge 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 • Cooperate across work areas to improve outcomes for customers	Intermediate
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	Intermediate
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate

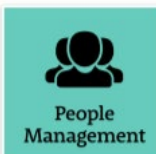|	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	• Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending • Consider financial implications and value for money in making recommendations and decisions • Understand how financial decisions impact the overall financial position • Understand and act on financial audit, reporting and compliance obligations • Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these	Intermediate
	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	• Collaborate to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely and actionable feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolving issues • Effectively support and manage team members who are working flexibly and in various locations • Create a safe environment where team members' diverse backgrounds and cultures are considered and respected • Consider feedback on own management style and reflect on potential areas to improve	Intermediate

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
	Display Resilience and Courage	Be flexible and adaptable and respond quickly when situations change, raise challenging issues	Intermediate
	Act with Integrity	Represent the organisation in an honest, ethical and professional way, supporting a culture of integrity	Intermediate

Personal Attributes	Value Diversity and Inclusion	Acknowledge and respect diverse cultures, backgrounds, experiences, perspectives, values and beliefs, seek to understand the perspectives of others	Foundational
Relationships	Work Collaboratively	Build a supportive and cooperative team environment	Intermediate
	Influence and Negotiate	Use facts, knowledge and experience to support recommendations	Intermediate
Results	Deliver Results	Use own and others' expertise to achieve outcomes, and take responsibility for delivering outcomes	Adept
	Demonstrate Accountability	Be proactive in taking responsibility and being accountable for own actions, use financial and other resources responsibly	Intermediate
Business Enablers	Technology	Use available technology to improve individual performance and effectiveness	Intermediate
	Procurement and Contract Management	Understand and comply with legal, policy and organisational guidelines relating to purchasing	Intermediate
	Project Management	Understand all components of the project management process	Adept
People Management	Inspire Direction and Purpose	Assist the team to understand organisational directions, recognise and acknowledge team members' work and effort	Foundational
	Optimise Business Outcomes	Keep team members informed of the reasons for decisions, ensuring team goals are met	Foundational
	Manage Reform and Change	Support change initiatives and assist team members to understand their purpose and impact	Foundational