

Role Description

Customer Liaison Specialist

Cluster	Transport and Infrastructure
Agency	Transport for NSW
Division/Branch/Unit	Corporate Services/Transport Shared Services
Location	Burwood
Classification/Grade/Band	Grade 5
Role Number	Various
ANZSCO Code	tba
PCAT Code	tba
Agency Website	https://www.transport.nsw.gov.au/

Agency overview

Transport for NSW (TfNSW) is the lead agency of the NSW Transport cluster. At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is of a connected roads and public transport network that has higher capacity and gives people the freedom to choose how and when they get around, no matter where they live and work. Right now, we're delivering a \$41.5bn program – the largest this nation has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce which reflects the community and the customers we serve.

Primary purpose of the role

The Customer Liaison Specialist (CLS) is responsible for the delivery of professional and timely end-to-end complex procure-to-pay transactional services to its customers across the cluster. The CLS offers greater career path opportunities for the incumbent who will be required to deliver services across all of the Procurement Service Lines including payables, payments, contract administration, purchasing, sourcing and enablement. In addition, the role has a significant focus on providing system & value-add support for complex issues, exception handling, troubleshooting and guidance for resolution and education of its customers on a wide range of procurement services. The CLS pro-actively monitors their own work allocations, provides peer support to the Customer Liaison Officer where applicable and effectively manages relationships with internal/external stakeholders to ensure efficient ownership and resolution of customer requests.

Key accountabilities

- **Service Delivery** - Deliver end-to-end customer focused services across all Procurement Service Lines via a range of computer systems and technologies that meet agreed standards, operating procedures and performance targets.
- **Customer Liaison** – Contact for Tier 2 Transactions support and escalation of procurement related customer and supplier enquiries. Provide accurate information, taking ownership of individual matters

and see through to resolution. Assess needs, troubleshoot, and provide regular updates to customers on the status of their transaction.

- **Problem Solving** – Identify customer issues and/or process flaws, apply critical thinking to troubleshoot and determine correct course of action, utilise networks and relevant resources to work towards a solution. Work collaboratively with others to achieve common goals.
- **Cross-functional agility** – Support the team to meet fluctuations in customer demands by readily adapting to working across the different service lines as needed.
- **Effective Communication** - Communicate information effectively to colleagues and customers via a range of methods, including in written and oral forms. Build rapport and identify the most appropriate communication channel and tailor messaging to the specific circumstances and audience. Identify and build relationships with key stakeholders.
- **Coaching and Mentoring** – Support the line manager in the provision of on-job coaching to both peers and customers in system adoption, process and best practice risk based approach to procurement service delivery.
- **Capability development** – Undertake development and increase knowledge and capability across all Procurement Service Lines, processes and operating frameworks by undertaking job rotation, face to face/on-line training, and participating in forums and improvement initiatives. Keep abreast of upcoming workplace, policy and process changes by regularly accessing on-line resources and attending briefings.
- **Business Improvement and innovation** - Optimise available technology to improve service delivery. Share learnings, raise issues and concerns and actively contribute to identification, development and implementation of business and process improvement initiatives.

Key challenges

- Adapting to a new agile way of working which requires incumbents to develop capability in and deliver services across the full scope of Procurement Service Lines.
- Building the TSS reputation and brand through the delivery of high standard services and consistent positive customer interactions, while maintain a high volume work output.
- Understanding the full suite of end-to-end services that are provided by Procurement and TSS more broadly, to determine how best to work effectively across teams to troubleshoot and resolve customer issues effectively.
- Educating customers in system and process adoption; being flexible and positive in the delivery of day to day services and readily adapting to change.

Key relationships

Who	Why
Internal	
Teams across Procurement and TSS	<ul style="list-style-type: none"> • Work collaboratively to deliver day to day services to customers
Team Leader and Manager	<ul style="list-style-type: none"> • Receive day to day direction and on job development
External	
Suppliers, tenderers and contractors	<ul style="list-style-type: none"> • Procurement of goods and services; payment of invoices, resolution of queries
Other government agencies	<ul style="list-style-type: none"> • Procurement Guidelines; collaboration;

Role dimensions

Decision making

The Customer Liaison Specialist works within government and agency policy and to TSS guidelines and approved processes. The role has no formal delegations.

Reporting line

The position reports to the Manager Service Delivery

Direct reports

The position has no direct reports

Budget/Expenditure

Nil

Essential requirements

Nil

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

This role also utilises an [occupation specific capability set](#).


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	Intermediate
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Foundational

Procurement Professionals Capability Set

Capability Group	Capability Name	Level
 Procurement	Strategic Procurement Leadership	Level 1
	Procurement Analysis	not applicable
	Strategic Sourcing	not applicable
	Commercial Negotiation	not applicable
	Procurement Risk Management	not applicable
	Supplier Relationship Management	not applicable
	Contract Management	not applicable
	Legislative and Policy Environment	not applicable
	Contract Law	not applicable
	Cost Management	not applicable

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 and Courage	Intermediate	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of 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	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
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Procurement and Contract Management	Intermediate	communications security and acceptable use policies
		<ul style="list-style-type: none"> Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies Understand and comply with legal, policy and organisational guidelines and procedures in relation to procurement and contract management Conduct delegated purchasing activities, complying with prescribed guidelines and procedures Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements

Procurement Professionals Capability Set

Group and Capability	Level	Behavioural Indicators
Procurement Strategic Procurement Leadership	Level 1	<ul style="list-style-type: none"> Know the role of procurement in the organisation as a core business partnership Effectively deal with basic procurement queries from users and stakeholders Explain NSW Procurement Policy and local procurement processes to employees outside of the procurement area, at a transactional level Apply NSW Procurement Policy and local procurement processes correctly in undertaking basic procurement activities Adapt to and support changes and improvements in procurement