Role Description
Team Leader – Contact Centre

Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	PoliceLink
Location	Tuggerah and Lithgow
Classification/Grade/Band	Clerk 5-6
ANZSCO Code	149212
PCAT Code	1127292
NSWPF Role Number	
Date of Approval	17/12/2017
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for a *Safe and Secure New South Wales*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has five function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Specialist Support provides an operational support function along with a range of specialised services. The fifth function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for ensuring that the work for which their position is responsible is carried out in ways which safeguard the health and safety of all workers.

Primary purpose of the role

The Team Leader – Contact Centre provides direction, supervision and support to the Contact Centre Team in the taking and processing of reports of crime/incidents and the provision of information to customers. The role is responsible for team performance and the overall management of a team of Customer Service Representatives.

Key accountabilities

- Providing a high level of supervision and monitoring, managing and reviewing personnel performance to continually improve staff effectiveness.

- Participating in the effective over-sight of contact centre operations functions to contribute to achieving operational targets.
- Managing personnel to support the effective and efficient response of police resources to critical and routine incidents.
- Administering the deployment of staff to achieve an efficient use of resources.
- Providing team leadership to encourage and promote high moral, job satisfaction, motivation, high performance and ethical behaviour.
- Managing additional portfolios as allocated by management.

Key challenges

- Supporting the development of staff while continuing to deliver business as usual.
- Maintaining knowledge of current and emerging technologies and relevant legislation and organisational policies, procedures and systems.

Key relationships

Who	Why
Internal*	
Manager	- Escalate issues, keep informed, advise and receive instructions - Provide and receive feedback - Information exchange to inform decision making
Work Team	- Provide information and direction to staff - Support team and work collaboratively to contribute to delivery of business outcomes - Information exchange
Clients/Customers	- Respond to enquiries where possible and escalate where necessary - Provide advice to enable correct outcomes/resolutions - Information exchange
External	
Clients/Customers	- Respond to enquiries where possible and escalate where necessary - Information exchange

Role dimensions

Decision making

This role has autonomy to make decisions in regards to time management and work prioritisation required to provide effective customer service within the team in line with established work practices, procedures and protocols.

Reporting line

- Manager – Inspector/Clerk 11-12

Direct reports

- Customer Service Representative – Clerk 1-2

Budget/Expenditure

- Nil

Essential requirements

- Obtain and maintain the requisite security clearances for this position.

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	Intermediate
	Act with Integrity	Intermediate
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
Results	Deliver Results	Foundational
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational
People Management	**Manage and Develop People**	**Adept**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	**Intermediate**

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 Manage Self	Intermediate	• 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	Intermediate	• 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 Plan and Prioritise	Intermediate	• Understand the team/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 impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
People Management Manage and Develop People	Adept	• Define and clearly communicate roles and responsibilities to achieve team/unit outcome • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues,

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks
People Management Manage Reform and Change	Intermediate	• Promote change processes and communicate change initiatives across team/unit • Accommodate changing priorities and respond flexibly to uncertainty and ambiguity • Support others in managing uncertainty and change

Version Control		
Version	**Summary of Changes**	**Date**
V1.0	Position Description translated into Role Description template	17.12.2017