

Role Description

Team Leader Telephone Interpreting



Cluster	Stronger Communities
Executive Agency	Multicultural NSW
Division/Branch/Unit	Language Services
Location	Parramatta
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	Ongoing
ANZSCO Code	TBA
Role Number	TBA
PCAT Code	TBA
Date of Approval	October 2024
Agency Website	www.multicultural.nsw.gov.au

Agency overview

In NSW, we come from 307 ancestries, practice 146 religions and speak more than 215 languages. NSW is also home to 33.6% of Australia's overseas-born population, with 27.6% of the State's constituents born overseas. The purpose of Multicultural NSW is to build and maintain a cohesive and harmonious multicultural society that enriches the lives of all the people of NSW.

Our work is underpinned by the *Multicultural NSW Act 2000*, which establishes Multicultural NSW as the lead NSW government agency for promoting and monitoring the multicultural principles set out in the Act. The Multicultural NSW Advisory Board, which is constituted under the Act, is an independent body that draws on the cultural diversity, skills and experience of its members to provide advice to the Agency and the Minister.

Primary purpose of the role

Lead a team to deliver timely, efficient, effective and integrated customer service in the area of remote interpreting (telephone and video) and engage in operational support initiatives in Language Services.

The position provides quality information, assistance and customer service by developing proposals, allocating work and monitoring team's performance.

Additionally, the role assists the Operations Manager, Operations in the development and implementation of best practice frameworks, and effective and ongoing monitoring, measurement and reporting of business unit performance.

Key accountabilities

- Lead, coach and develop team members to deliver effective, efficient and quality customer outcomes.
- Provide support to team members and be the point of escalation, to resolve complex enquiries and complaints.
- Monitor the telephone / video system operations, ensuring its efficiency and troubleshoot any issues.
- Collaborate with the senior management to formulate responses for new business and business development opportunities and decide on the feasibility and scope of projects with clients and Multicultural NSW in terms of timelines, complexity, technical requirements and expectations of the client.
- Allocate work, monitor its distribution and control the quality and timeliness of the services provided.
- Monitor staff performance and address any issues expediently to ensure service levels and accuracy of translation and interpreter customer service is not impacted.
- Ensure the range of operational and administrative processing tasks associated with the provision of interpreter services undertaken by the Customer Services Officers are in accordance with policies and procedures.
- Ensure all records and documentation related to work area is up-to-date and organised in line with divisional knowledge management framework requirements.
- Facilitate learning and development opportunities for team members to ensure focus on enhancing customer experience and develop professional expertise within the branch.
- Contribute to the performance management process consistent with customer service delivery standards against set metrics and standards to ensure positive team coaching and development.
- Assist the Operations Manager in the implementation of the Quality Management Strategy and Framework, and monitoring of integrated quality control and assurance systems, and processes for measuring contract and vendor management performance of service consistent with whole of Government best practice principles and practices.
- Work with the outsourced service providers regarding delivery and systems to ensure that work undertaken responds to customer needs and complies with the approved strategy, budget plans and objectives.
- Develop sound working relationships with interpreters and customers and collate information and provide a wide range of support services to support the effective provision of interpreter services.
- Provide regular reports to the Operations Manager and other senior management on service performance.

Key challenges

- Leading a team effectively with highly specialist knowledge to deliver services in a high-volume, environment, while focusing on enhancing customer experience as the highest priority
- Working with both clients and the outsourced service providers to support successful negotiations to secure resolution to issues and service improvements
- Ensuring the timely and effective delivery of remote interpreting (Telephone / Video) by close and regular monitoring of automated systems and seeking alternatives where required
- Successfully implementing innovative and effective ways to seek client feedback and assess performance to ensure that remedial strategies are addressing the issues which will have the broadest effect in an environment of constrained resources.

Key relationships

Internal

Who	Why
Operations Manager, Operations	Provide program status updates and advice on system issues as required Discuss issues, exchange information and seek guidance
Work Team	Support team members and work collaboratively to contribute to achieving the team's business outcomes Encourage team members to actively participate in team-based activities, sharing information and providing peer support where appropriate
All members of the Division	Provide a client-focused approach to service delivery Share information, consult, to give and seek advice and to coordinate resources Collaborate on strategies to enhance client satisfaction
Other Multicultural NSW Divisions	Liaise with as relevant to the nature of the project, to ensure that expertise and resources are effectively utilised in project activities

External

Who	Why
Outsourced service provider	Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of service level expectations and standards Work together on service improvements required as a result of client feedback Resolve serious client complaints and/or issues
Clients of interpreter services	Seek information and feedback regarding service levels and satisfaction Resolve issues Work closely to engender commitment and customer satisfaction
Other local, state, territory and federal multicultural relations bodies	Share information on service provision, client relationship issues and strategies

Role dimensions

Decision making

The role:

- Independently plans and sets priorities for work to be completed, considering the context of pressing organisational requirements and external deadlines.
- Directs and monitors the work of the team, managing more complex issues and escalations through to successful resolution.
- Provides operational advice, both internally and externally, on policy, dealing with potentially contentious issues, and responding to enquiries and correspondence.
- Recommends changes to work procedures and operating processes and systems to the Operations Manager, Operations and formal recommendations are made on matters which require policy, legislative or administrative changes.
- Manages the delivery of individual projects in accordance with agreed parameters.

- Decisions of a politically sensitive or contentious nature and/or which may have organisation-wide implications are referred to the Operations Manager, Operations with recommendations.
- This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Refer to the Multicultural NSW Delegations for specific financial and/ or administrative delegations for this role.

Reporting line

This role reports to the Operations Manager, Operations.

Direct reports

Yes.

Budget/Expenditure

Nil.

Essential requirements

- Qualifications in Business, Management or similar and/or equivalent experience.
- Experience in effectively managing and developing small teams.
- Experience in working in a customer service environment.
- Experience in applying continuous improvement principles in an operational environment.
- Knowledge and understanding of the principles of multiculturalism and the provision of language services

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

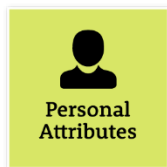
Focus capabilities

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	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<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 appropriately • Work through challenges • Remain calm and focused in challenging situations 	Intermediate

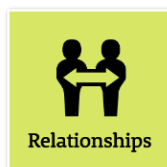


Value Diversity and Inclusion

Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives

- Be responsive to diverse cultures, backgrounds, experiences, perspectives, values and beliefs
- Seek participation from others who may have different backgrounds, perspectives and needs
- Be open to different perspectives and experiences in generating ideas and solving problems
- Adapt well in diverse environments
- Respond constructively to feedback regarding observations of bias in language or behaviour

Intermediate

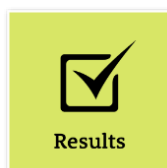


Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

Adept



Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work
- Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
- Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
- Ensure current work plans and activities support and are consistent with organisational change initiatives
- Evaluate outcomes and adjust future plans accordingly

Adept



Think and Solve

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

Adept



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
- Use available technology to improve individual performance and effectiveness
- Make effective use of records, information and knowledge management functions and systems
- Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

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.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
 Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
 Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Adept
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
 People Management	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
 People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational