**Role Description**

Team Coordinator - Remote Interpreting

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| **Cluster** | **Stronger Communities** |
| **Department/Agency** | **Multicultural NSW** |
| **Division/Branch/Unit** | **Language Services** |
| **Role number** | **51013963** |
| **Classification/Grade/Band** | **Clerk Grade 5/6** |
| **Senior executive work level standards** | **Not Applicable** |
| **ANZSCO Code** | **999999** |
| **PCAT Code** | **9999999** |
| **Date of Approval** | **January 2025** |
| **Agency Website** | **www.multicultural.nsw.gov.au** |

**Agency overview**

NSW is home to 33.6% of Australia’s overseas-born population. We come from over 310 ancestries, practice more than 139 religions and use more than 283 languages, with 29.3% of NSW people 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 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**

Undertake day to day customer service provision in the area of remote interpreting (telephone and video) and engage in operational support initiatives in Language Services.

The role is also responsible for the coordination of work and monitoring of staff performance of the Customer Service Officer and the Customer Support Officer.

The position provides quality information, assistance and customer service by monitoring the automated telephone and video systems, intervening quickly when issues arise, and handling and/or escalating complex and sensitive matters

Additionally, the role assists the Team Leader - Remote Interpreting, Language Services Operations in the implementation of the Quality Management Strategy and Framework, effective and ongoing monitoring and measurement of business unit performance.

**Key accountabilities**

* Coordinate a small team and undertake day to day customer service provision within the work unit.
* 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.
* Allocate work, monitor its distribution and control the quality and timeliness of the services provided.
* Ensure the range of operational and administrative processing tasks associated with the provision of remote interpreter services undertaken by the Customer Services Officers are in accordance with policies and procedures.
* Monitor staff performance and address any issues expediently to ensure service levels of remote interpreting are not impacted.
* 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 Team Leader - Remote Interpreting, Language Services Operations 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 Team Leader - Remote Interpreting Language Services Operations in delivering operational support and improvement initiatives, which includes collaboration across other stakeholders.
* Work with the after-hours service provider regarding delivery and systems to ensure that work undertaken responds to customer needs
* Facilitate learning and development to ensure team members are focused on enhancing customer experience and develop professional expertise within the branch.
* Develop sound working relationships with customers and collate information and provide a wide range of support services to support the effective provision of translation and interpreter services

**Key challenges**

* Co-ordinating the timely and effective delivery of remote interpreting (Telephone / Video) by close and regular monitoring of automated systems and suggesting alternatives where required
* Utilising highly specialist knowledge to deliver services and an enhanced customer experience in a high-volume environment.
* Working with both clients and the after-hours service provider to assist in the resolution of issues and identifying service improvements
* 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**

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| **Who** | **Why** |
| Team Leader - Remote Interpreting, Language Services OperationsWork TeamAll members of Division Other Multicultural NSW division | * Provide program status updates and advice on system issues as required
* Discuss issues, exchange information and seek guidance
* 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
* 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
* Liaise with as relevant to the nature of the project , to ensure that the expertise and resources are effectively utilized in project activities
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**External**

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| **Who** | **Why** |
| After- hours service providerClients of translation and interpreter servicesOther local, state, territory, and federal multicultural relations bodies | * 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
* Provide subject matter expertise to assist in troubleshooting
* Seek information and feedback regarding service levels and satisfaction
* Resolve issues
* Work closely to engender commitment and customer satisfaction
* Share information on service provision, client relationship issues and strategies
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**Role dimensions**

**Decision making**

The role:

* Implement plans and communicate priorities for work to be completed.
* Monitors the automated system (telephone / video) system and make recommendations to Team Leader - Remote Interpreting based on observations.
* Monitors the work of the Customer Service Officers, 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, Team Leader - Remote Interpreting, Language Services Operations.
* Decisions of a politically sensitive or contentious nature and/or which may have organisation-wide implications are referred to the Team Leader - Remote Interpreting, Language Services 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 Team Leader - Remote Interpreting, Language Services Operations

**Direct reports**

Two

**Budget/Expenditure**

Nil

**Key knowledge and experience**

* Experience in effectively managing small teams.
* Experience in working in a customer service environment.
* Experience in working with different software systems and platforms in a high volume transactional environment.
* Experience in working with fully automated delivery systems.

**Essential requirements**

* Knowledge and understanding of the principles of multiculturalism and the provision of language services.
* Qualifications and/or equivalent experience in a role providing interpreting services with an emphasis on remote delivery.

 **Capabilities for the role**

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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**

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| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| personal-attributes | **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 |
| Personal Attributes logo | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | * 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
* Remain calm and focused in challenging situations
 | Intermediate |
| relationships | **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 |
| relationships | **Work Collaboratively**Collaborate with others and value their contribution | * Encourage a culture that recognises the value of collaboration
* Build cooperation and overcome barriers to information sharing and communication across teams and units
* Share lessons learned across teams and units
* Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
* Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
 | Adept |
| results | **Think and Solve Problems**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 |
| business-enablers | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Identify opportunities to use a broad range of technologies to collaborate
* Monitor compliance with cyber security and the use of technology policies
* Identify ways to maximise the value of available technology to achieve business strategies and outcomes
* Monitor compliance with the organisation’s records, information and knowledge management requirements
 | Adept |
| people-management | **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.

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| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| results | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| personal-attributes | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| personal-attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| 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 | Foundational |
| 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 |