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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | [Housing, Disability and District Services](https://intranet.dcj.nsw.gov.au/__data/assets/pdf_file/0011/468668/Housing-Disability-and-District-Services-Southern.pdf) / Housing Contact Centre |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | TBC |
| **ANZSCO Code** | 541111 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | August 2022 | **Ref: HCC018** |
| **Agency Website** | www.dcj.nsw.gov.au |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

# Primary purpose of the role

Provide real-time and ongoing leadership, direction, support and feedback across own and other contact centre teams, working closely with facilitating the delivery of quality service delivery outcomes in the achievement of DCJ objectives. Undertake the management of all contact centre escalations and major incidents.

# Key accountabilities

* Lead a contact centre team, including regular coaching, support, debriefing opportunities and relevant performance management practices to ensure consistent quality service delivery provision to clients that meet agreed timelines.
* Coordinate day to day contact centre team operations ensuring business objectives are met, service levels are achieved, workload processed within expectations and that teams are performing efficiently.
* Interpret and communicate agency and contact centre business objectives, polices and directives to own team, facilitating engagement and guiding the team in delivering objectives in alignment with business unit and organisational goals.
* Provide subject matter expertise, coordination, management and escalation for identified incidents or issues in line with DCJ Policy and procedures.
* Work collaboratively across contact centre units to respond in real time to emerging issues, providing efficient solutions, seeking direction and guidance in order to develop better processes and approaches to work.
* Provide a safe workplace, consult with OHS representatives on OHS issues, ensure OHS incidents and hazards are investigated, promote OHS awareness and ensure OHS training is undertaken by staff.
* Work closely with the workforce management and Real Time teams to identify any risks to achieving Service Level Agreements including coordinate remediation if applicable.

# Key challenges

* Managing the day-to-day work activities of the team and ensuring the necessary support and guidance are provided to staff to meet the challenges of a demanding and complex workload.
* Monitoring the quality of work generated by team members and providing training as required given the needs of a multidisciplinary team.
* Dealing with competing priorities on a day-to-day basis while ensuring all deadlines are met and quality customer service is maintained whilst maintaining a current knowledge and understanding of relevant policies and procedures

# Key relationships

|  |
| --- |
| **Who Why** |
| **Internal** |

Line Manager Report directly to Line manager

Seek direction, advice and support

Provide information and feedback

Team Members Provide information and advice

 Provide an effective and valuable two-way liaison

Other DCJ Divisions Liaise to ensure the provision of timely and accurate advice
 when requested

Develop and maintain effective working relationships

Negotiate/agree on timeframes

DCJ Districts and Clusters Liaise to ensure consistent engagement with service delivery
 planning and service providers

Develop and maintain effective working relationships

Negotiate/agree on timeframes

**External**

Non-government Organisations Engage with service providers

 Provide an effective and valuable two-way liaison

Community Engage with service providers and client groups

 Provide an effective and valuable

# Role dimensions

## Decision making

The role:

* + Sets own priorities and those of any staff/project staff supervised.
	+ Maintains independence to develop a suitable approach in managing a unit/team, allocating resources, determining the conceptual framework towards projects and development of strategic plans.
	+ Has a high level of responsibility for determining appropriate unit/team actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of unit/team work.
	+ Ensures that unit/team recommendations are based on sound evidence, but at times may be required to use their judgment under pressure or in the absence of complete information or as the source of expert advice to internal stakeholders across the Department as well as externally to Ministerial level.

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

## Reporting line

See divisional structure and supplementary material.

## Direct reports

See divisional structure and supplementary material.

## Budget/Expenditure

Nil

# Key knowledge and experience

Demonstrated experience in an operational Contact Centre environment.

# Essential requirements

* Tertiary qualifications in a related discipline and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.

Please note: This role works on a rotating roster that includes weekend work.

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

# 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 |
| --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| 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, show initiative and respond quickly when situations change
* Give frank and honest feedback and advice
* Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately
* Raise and work through challenging issues and seek alternatives
* Remain composed and calm under pressure and in challenging situations
 | Adept |
| Relationships logo  | **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 |
| Relationships logo  | **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 logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply specialist advice when required
* Complete work tasks within set budgets, timeframes and standards
* Take the initiative to progress and deliver own work and that of the team or unit
* Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
* Identify any barriers to achieving results and resolve these where possible
* Proactively change or adjust plans when needed
 | Intermediate |
| Results logo | **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 |
| Business Enablers logo | **Project Management**Understand and apply effective planning, coordination and control methods | * Perform basic research and analysis to inform and support the achievement of project deliverables
* Contribute to developing project documentation and resource estimates
* Contribute to reviews of progress, outcomes and future improvements
* Identify and escalate possible variances from project plans
 | Intermediate |
| People Management logo | **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 |
| People Management logo | **Optimise Business Outcomes**Manage people and resources effectively to achieve public value | * Develop team and unit plans that consider team capabilities and strengths
* Plan and monitor resource allocation effectively to achieve team and unit objectives
* When planning resources, consider the attraction and retention of people of diverse cultures, backgrounds and experiences
* Ensure that team members work with a good understanding of business principles as they apply to the public sector context
* Participate in wider organisational workforce planning to ensure that capable resources are available
 | 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 is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES |
| --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level**  |
| Personal Attributes logo |  |  |  |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Foundational |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |