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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** | Various |
| **ANZSCO Code** | 224712 |
| **PCAT Code** | 1224692 |
| **Date of Approval** | August 2022 | **Ref: HCC017** |
| **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 operational monitoring and feedback of Contact Centre service lines and staff, including allocation and distribution of resources and workload, ensuring adherence to organisational objectives and service levels.

# Key accountabilities

* Undertake operational monitoring of Contact Centre service line activities, analysing call volume and service levels in real time and proactively adjusting schedules, including resource and work allocation, to ensure a consistent service delivery aligned to service level agreements.
* Monitor service line interaction distribution, applying queue management strategies to address fluctuations in call demands as they occur in order to restore Contact Centre service levels as quickly as possible.
* Work with Contact Centre Workforce Planning Unit, operational management and team leaders to identify risks to and gaps in achieving Service Level Agreements including real time analyses and recommendations to address agent adherence trends.
* Provide real time operational management and feedback reporting of all non-phone work across the Contact Centre’s to ensure services are delivered efficiently and business outcomes are measured and reported as required.
* Participate in reviews of the business unit’s strategies to enable the Contact Centre to deliver services in a cost-effective manner and to position DCJ to meet current and future business requirements.
* Monitor, log and maintain records of any system or operational issues effecting contact centre performance, ensuring accuracy and relevance of data recorded to ensure.
* Work effectively with team members towards mutual continued development and provide feedback to each other on research and analysis undertaken

# Key challenges

* Dealing with competing priorities on a day-to-day basis in a high-volume contact centre environment, where demand for services may be higher than available resources, while ensuring all deadlines, KPIs, and service levels are met, and quality customer service is maintained.
* Managing stakeholder communications, expectations and resourcing in separate fast paced environments to ensure that Service Levels are met for all services.

# 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

Community Engage with service providers and client groups

# 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/teamwork.
* 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 a 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 operates on a rotating roster that may include 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 | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | * Represent the organisation in an honest, ethical and professional way
* Support a culture of integrity and professionalism
* Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct
* Recognise and report misconduct and illegal and inappropriate behaviour
* Report and manage apparent conflicts of interest and encourage others to do so
 | Intermediate |
| Personal Attributes logo | **Value Diversity and Inclusion**Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | * Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders
* Demonstrate cultural sensitivity, and engage with and integrate the views of others
* Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences
* Recognise and adapt to individual abilities, differences and working styles
* Support initiatives that create a safe and equitable workplace and culture in which differences are valued
* Recognise and manage bias in interactions and decision making
 | Adept |
| Relationships logo  | **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 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 | **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 logo | **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 |

# 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 |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| 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 |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |