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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice  |
| **Division/Branch/Unit** | Shared Services and Customer Experience (SSCX) |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Role Number** | TBC |
| **ANZSCO Code** | 541111 |
| **PCAT Code** | 1228391 |
| **Date of Approval** | 1 July 2022 | **Ref:** **CJSS 076** |
| **Agency Website** | www.dcj.nsw.gov.au |

**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

Support the operations of the Service Desk team which provides Tier 1 support and advice to internal and external customers across multiple locations and applications and guide the activities of Service Officers responsible for the delivery of high quality support services in accordance with agreed service levels and business priorities.

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# Key accountabilities

* Provide senior service support and advice in response to inquiries, and requests about products and services by clarifying issues; resolving inquiries and requests, researching unresolved problems in line with Service Partnership Agreements and standards.
* Promote, support and assist clients in the self-service function.
* Supervise and develop a team, coaching and allocating tasks on a day to day basis, and promote and ensure the use of agreed methods, tools and reference material to drive efficiency and consistency within the team and facilitate their ongoing professional development.
* Provide timely reports, assessments and statistics on team performance and activities to ensure that management decisions are based on accurate and complete information.
* Support a strong client focused service culture to sustain customer satisfaction and continuously improve service and customer experience.
* Create a positive customer experience providing services, support and advice using your knowledge base and escalating unresolved complex issues to the Manager Service Desk in in line with SPAs.
* Participate and provide input into projects impacting the SSCX Service Desk and actively lead intiatives to improve customer service and employee satisfaction.

# Key challenges

* Assisting the implementation of a systematic approach to incident management by supporting and actively participating in the implementation of best practice service management and processes to ensure a customer centric methodology.
* Encouraging internal stakeholders to follow procedures and processes when logging incidents and requesting changes as well as encouraging greater use of self-service channels.
* Balancing competing demands to support customer SPAs whilst supporting change management activities associated with major transformation and hamanisation projects

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager Service Desk | * Escalate issues, keep informed, advise and receive instructions
 |
| Service Officers | * Inspire, guide, support and mentor
* Review the work and development needs of team members
* Support colleagues to work collaboratively to contribute to achieving the team’s business outcomes
 |
| Communities and Justice Shared Services teams | * Manage escalation processes and outcomes to achieve service performance, SPAs, share information, collaborate on joint projects
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| DCJ clients | * Provide support, advice and solutions
 |
| **External** |  |
| Stakeholders | * Support and manage effective working relationships, exchange information, provide advice with a customer centric focus
 |
| DCJ clients | * Provide support, advice and solutions
 |

# Role dimensions

## Decision making

The Senior Service Officer operates with some degree of autonomy in respect to their day-to-day work priorities and, in this context, is expected to determine the allocation of work to support officers. The role schedules and coordinates day-to-day activities to ensure deadlines and SLA targets are met.

The role collaborates with the Manager Service Desk on staff development, performance and leave arrangement.

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

## Reporting line

## The Senior Service Officer reports to the Manager Service Desk

## Direct reports

## 5 to 10 direct reports

## Budget/Expenditure

## Nil

# Key knowledge and experience

* Experience supporting and promoting a Service Desk function in a medium to large organisation.
* Experience in processing HR/Payroll and/or Finance transactions.
* Continually developing and maintaining awareness and knowledge of all Service Desk services and best customer service practice.

# Essential requirements

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 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 |
| Personal Attributes logo | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * 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
* Stay motivated when tasks become difficult
 | Intermediate |
| 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 |
| 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 | **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 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 |

# 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 |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| 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 | 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 |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Foundational |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Foundational |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |