Position Title	ITSS Customer Experience Manager
Position Number	TAC 14604 / WS 40967
Job Group	JG6 / Band 11
Division	**IT Shared Solutions (ITSS)** is a collaborative division that delivers IT services across both the TAC and WorkSafe Victoria.
	The TAC pays benefits to people injured in transport accidents. Working closely with Victoria Police and Vic Roads, the TAC also develops campaigns that increase awareness of issues, change behaviour and reduce the incidence of road trauma. Our aim is to have zero deaths and serious injuries on our roads.
	At **WorkSafe** we're dedicated to supporting all Victorians to be healthy and safe at work and to recover from any workplace injury or illness as quickly as possible. Our Passion for safety and wellbeing is what unites us. Our organisation is focussed on the delivery of our Strategy, as we build the WorkSafe of the future we're committed to delivering value to our people and to Victorian employers, workers and the wider community through continuing to focus on our Customers and putting Prevention First. Agile and curious, our people come from a wide range of professions and with no two days being the same, diverse thinking comes naturally to us. We work closely with employers, workers and the community to prevent workplace injury and illness and to improve outcomes and the client experience. We make WorkSafe.
Branch	Service Delivery
Location	Geelong
Reports To	Senior Manager Service Management Office
Number of Direct Reports	4-6
Working with Children	Is a Working with Children check required for this position? ☐ Yes ☒ No
Financial Delegation	N/A
Job Purpose	The Customer Experience Manager role is responsible for championing a process and customer experience focus across IT Service Delivery and ITSS. They will provide a consistent customer advocacy and focus, shifting the cultural mindset to customer experience based product and service delivery.
	The role will support ITSS teams to uplift processes and practices to a lean product/platform/devops business model and operating rhythm. They will lead the uplift from ITSM to agile enterprise service management in the Service Management Office. They will provide assistance with process design and improvement (lean and lite) to enhance the experience of WorkSafe and TAC employees and ensure they have the IT tools required to do their job.

KEY ACCOUNTABILITIES

- Plans and drives user experience design activities, providing expert advice and guidance to support the adoption of agreed approaches. Determines the approaches to be used to design user experiences. Uses iterative approaches to incorporate user feedback or evaluation rapidly into designs. Integrates required visual design and branding into the user experience design activities.

- Determines the approaches to be used for user experience analysis. Plans and manages user experience and accessibility analysis activities. Provides expert advice and guidance to support the adoption and adaptation of agreed approaches. Develops user experience tools, techniques and standards as part of the organisation's framework for user-centred design.

- Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options. Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs and implements solutions if required. Enhances the capabilities and effectiveness of clients, by ensuring that proposed solutions are fully understood and appropriately exploited.

- Manages the execution of business process improvements. Analyses and designs business processes to identify alternative solutions to improve efficiency, effectiveness and exploit new technologies and automation. Develops graphical models of business processes to facilitate understanding and decision-making. Assesses the feasibility of business process changes and recommends alternative approaches. Selects, tailors and implements methods and tools for improving business processes at programme, project or team level. Contributes to the definition of organisational policies, standards, and guidelines for business process improvement.

- Deals with problems and issues, managing resolutions, corrective actions, lessons learned, and the collection and dissemination of relevant information. Implements stakeholder engagement/communications plan. Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management. Helps develop and enhance customer and stakeholder relationships.

- Forms, maintains and leads workgroups and individuals to achieve organisational objectives. Determines and delegates objectives and task responsibilities to individuals or teams — including people management responsibilities as appropriate. Sets the quality, performance and capability targets in line with organisational goals. Monitors performance and working relationships and provides effective feedback to address individual issues. Encourages individual development of skills and capabilities in line with team and personal goals. Facilitates the development of individuals by adjusting workload, targets, and team capacity. Plays an active role in formal organisational processes such recruitment, reward, promotion and disciplinary procedures.

Organisational Responsibilities	As defined by the Occupational Health and Safety Act 2004 - Victoria employees of TAC and WorkSafe Victoria are to take reasonable care to ensure their own safety, not place others at risk by any act or omission, follow safe work procedures, report hazards and injuries and cooperate with the employer to meet work health safety obligations.
	Role model all TAC Leadership Model capabilities and behaviours; Adapt & Learn, Embrace Accountability, Cultivate Partnerships, Empower Others, Exercise Judgment, Deliver Outcomes, Shape Strategy & Direction and Lead Transformation.
	Participate in identification and development of initiatives, risks, changes, recommendations and implementation of appropriate work practices, policies and guidelines to improve efficiency and/or effectiveness of work.

KEY SELECTION CRITERIA

Relevant Qualifications, Work Experience & Specialised Knowledge	1. Significant experience in a similar role, ensuring customer experience and process efficiency are central to improvements made across IT environments.
	2. Relevant tertiary qualifications, industry certifications and/or substantial customer experience management experience.
	3. Demonstrated experience leading high performing teams, mentoring and coaching team members through all stages of career and personal development.
	4. Excellent communication, facilitation, influencing and negotiation skills, and the ability to adapt these to a diverse range of stakeholders and contexts.
	5. Highly developed interpersonal and verbal communication skills, with strong customer focus and ability to understand issues, manage expectations, gain agreement, resolve conflicts and translate technical information into business language.
	6. Experience working with internal and external stakeholders to deliver an uplift in customer experience.

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7.	Expertise in prioritising and delivering a plan of work in collaboration with business, technology and external delivery partners, utilising a human centred designed approach to meet strategic business outcomes and goals.
8.	Demonstrated achievements in driving innovative solution delivery.
9.	Extensive experience in managing, measuring and enhancing customer experience, including but not limited to: Design Thinking, User Journey Mapping, Empathy Maps and Agile.

Capabilities	Adapt and Learn: Remains positive and responds to pressure and adversity in a calm manner
	Adapt and Learn: Shows interest in new approaches, tools, methods and/or technologies in own field of expertise
	Cutlivate Partnerships: Clearly expresses verbal and written information
	Deliver Outcomes: Plans and manages their own activities and resources effectively and efficiently
	Embrace Accountability: Steps up to meet a challenge
	Exercise Judgement: Gathers appropriate information and makes recommendations based on evidence.
	Exercise Judgement: Quickly identifies barriers that may impact delivery and manages or escalates appropriately
	Cultivate Partnerships: Works cooperatively with others and respects their point of view

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