**Role Description**

**Assistant Manager Customer Service**

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| **Cluster** | Planning, Housing and Infrastructure |
| **Agency** | Department of Planning, Housing and Infrastructure |
| **Division/Branch/Unit** | Property Development and Valuation/ Value NSW Office of the CEO/Customer and Business Operations |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **ANZSCO Code** | 149212 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | October 2024 (updated from 1 April 2019, June 2022, August 2021) |
| **Agency Website** | https://www.nsw.gov.au/departments-and-agencies/department-of-planning-housing-and-infrastructure |

# Agency overview

The Department of Planning, Housing and Infrastructure (DPHI) improves the liveability and prosperity of NSW. To achieve this, we:

* create vibrant, productive spaces and precincts;
* manage lands, assets and property effectively; and
* deliver affordable and diverse housing.

 We strive to be a high performing, world class public service organisation that celebrates and reflects the full diversity of the community we serve and builds the cultural capability of our department to improve outcomes with, and for, Aboriginal people, communities and entities.

 Value NSW (VNSW) provides services to, supports, and where appropriately delegated, delivers relevant functions on behalf of the Valuer General of NSW. This includes:

* Defining and setting the standards and policies for the land valuation system for rating and taxation purposes along with the determination of compensations through the compulsory acquisition process to ensure integrity within the NSW Government is upheld.
* Making, monitoring, assurance and governance pertaining to valuations undertaken relevant to both the Valuation of Land Act 1916 and the Land Acquisition (Just Terms Compensation) Act 1991.
* Completing land valuations and determinations of compensation; and
* Providing other specialised valuation activities, services and determinations as and when required for other cluster or statewide government partners.

# Primary purpose of the role

Manages a team of internal and external resources responsible for objection processing and communication with Valuer General NSW customers and stakeholders. The role ensures quality customer outcomes in accordance with the obligations under the service level agreement.

# Key accountabilities

* Manage a team to ensure it operates effectively and meets service standards by work allocation in the team whilst undertaking more complex matters
* Set priorities; allocate tasks and resources to address peaks and troughs in workloads for objection processing, call centre enquiries and written correspondence
* Facilitate appropriate client / customer outcomes by applying specialised knowledge, legislation, regulations and procedures
* Review and analyse work volumes, develop and implement systems, procedures and projects, report new or emerging issues and recommend changes to achieve business outcomes
* Manage staff capability and performance by providing constructive feedback and coaching to ensure service standards are met
* Develop and maintain co-operative and productive working relationships with key stakeholders and external service providers ensuring optimal delivery of services
* Investigate and make recommendations to the Customer Service Manager on the effective resolution of complex matters
* Report to the Customer Service Manager on quality and performance and identify and escalate issues that may be potentially contentious or sensitive

# Key challenges

* Identifying new and innovative ways to improve efficiency and performance within Valuer General NSW, by developing and capitalizing on existing strengths
* Balancing the requirements of objection processing and customer contact enquiries and ensuring responses for requests for advice or information are provided promptly, accurately and are of a high standard
* Balancing the peaks and troughs of workloads using a small team of permanent staff and a number of temporary or seconded staff and keeping them informed and up-to-date with sufficient knowledge, of changes in processes, precedents, and legislative requirements to enable them to perform their role effectively

# Key relationships

|  |  |
| --- | --- |
| **Who** | **Why** |
| **Internal** |  |
| Manager | * Escalate issues, advise and receive instructions
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| Work Team | * Support team, work collaboratively to contribute to achieving organisation’s business goals
* Participate in meetings to obtain the work group perspective and share information
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| Valuer General NSW Staff | * To provide information, seek advice and to discuss work priorities and allocation of resources
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| **External** |  |
| Contractors | * Exchange information, discuss and resolve issues
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| Office of the Valuer General, Councils, Revenue NSW and other government agencies | * To answer enquires and provide information
 |
| General Public | * To resolve technical and complex enquiries and provide information
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**Role dimensions**

## Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers’ decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

## Reporting line

Customer Service Manager

## Direct reports

This role has 10 direct reports

## Budget/Expenditure

As per Financial Delegations

# Key knowledge and experience

# Experience supervising and developing staff and experience in a customer service environment

# 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**  |
|  | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | Represent the organisation in an honest, ethical and professional waySupport a culture of integrity and professionalismUnderstand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conductRecognise and report misconduct and illegal and inappropriate behaviourReport and manage apparent conflicts of interest and encourage others to do so | Intermediate |
|  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | Tailor communication to diverse audiencesClearly explain complex concepts and arguments to individuals and groupsCreate opportunities for others to be heard, listen attentively and encourage them to express their viewsShare information across teams and units to enable informed decision makingWrite fluently in plain English and in a range of styles and formatsUse contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | Take responsibility for delivering high-quality customer-focused servicesDesign processes and policies based on the customer’s point of view and needsUnderstand and measure what is important to customersUse data and information to monitor and improve customer service deliveryFind opportunities to cooperate with internal and external stakeholders to improve outcomes for customersMaintain relationships with key customers in area of expertiseConnect and collaborate with relevant customers within the community | Adept |
|  | **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 opportunityResearch and analyse information to make recommendations based on relevant evidenceIdentify issues that may hinder the completion of tasks and find appropriate solutionsBe willing to seek input from others and share own ideas to achieve best outcomesGenerate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
|  | **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 tasksUse available technology to improve individual performance and effectivenessMake effective use of records, information and knowledge management functions and systemsSupport the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | Intermediate |
| **Procurement and Contract Management**Understand and apply procurement processes to ensure effective purchasing and contract performance | Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasingConduct delegated purchasing activities in line with proceduresWork with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements | Intermediate |
|  | **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 frameworksLook for ways to develop team capability and recognise and develop individual potentialBe constructive and build on strengths by giving timely and actionable feedbackIdentify and act on opportunities to provide coaching and mentoringRecognise performance issues that need to be addressed and work towards resolving issuesEffectively support and manage team members who are working flexibly and in various locationsCreate a safe environment where team members’ diverse backgrounds and cultures are considered and respectedConsider 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.

| COMPLEMENTARY CAPABILITIES |
| --- |
| **Capability group/sets** | **Capability name** |  | **Description** | **Level**  |
|  | 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 |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
|  | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| 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 |
|  | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Project Management | Understand and apply effective planning, coordination and control methods | Foundational |
|  | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |