

Statement of Duties

Department of Premier and Cabinet

As at 12 April 2024

Position title:	Team Leader
Position number:	Generic
Award/Agreement:	Tasmanian State Service Award
Classification level:	General Stream, Band 4
Division/branch/section:	Service Tasmania / Service Delivery
Full Time Equivalent (FTE):	1.00
Location:	Statewide
Employment status:	Fixed term, flexible
Ordinary hours per week:	36.75
Supervisor:	Service Delivery Coordinator

Agency/Department values:

DPAC values underpin our culture and guide our decision making and behaviour. Our values are:

Excellence

We strive for excellence at all times.

Customer-focused

Our customers are at the centre of what we do and how we do it.

Working together

We support and respect one another and work with others to achieve results.

Being professional

We act with integrity and are accountable and transparent.

Respect

We treat everyone with respect and kindness.

For more information about DPAC visit www.dpac.tas.gov.au

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Division profile:

Service Tasmania aims to deliver and develop the best possible services for its customers. Service Tasmania enables Tasmanians to obtain information and complete their business with Government (State, Local or Commonwealth) either in person (through our 27 Service Centres) over the phone (through our Contact Centre) and online (through www.service.tas.gov.au).

To support the delivery of the best possible service to its customers, all Service Tasmania staff are required to access and maintain personal and sensitive customer information. Staff also collect and reconcile Government revenue and manage customer financial data and as such are expected to display the highest levels of personal integrity and honesty in order to maintain public confidence in the services we provide.

Position objective:

The Team Leader supports the delivery of services to the Tasmanian community within Service Centres on behalf of Government Agencies through:

- providing support, constructive feedback, guidance, coaching and mentoring of customer service staff;
- assisting and resolving escalated customer feedback, concerns and issues; and
- supporting staff through change to meet the strategic and business objectives of the organisation.

Duties:

1. Supervising, coaching and developing Client/Customer Service Officers (CSOs).
2. Monitoring and use of data to assist in identifying training and coaching requirements.
3. Monitoring staff performance and proactively assist in staff skill development, ensuring PMDs are conducted and professional development of staff within areas of responsibility is implemented, in conjunction with Service Delivery Coordinator and Manager.
4. Working closely with Workforce Manager and Service Coordinator to ensure that teams are optimised to deliver services.
5. Managing customer service in Service Centres by being the first level escalation point for customer complaints and feedback and managing queues (concierge role).
6. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

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Level of responsibility:

The Team Leader is responsible for:

- Supporting, coaching and supervising staff to deliver the best service possible to our customers.
- Supporting continuous improvement and cultural change to meet strategic and business objectives.
- Facilitating the delivery of accurate and efficient customer focused services, which includes ensuring that all Service Centre staff are effective and efficient in delivering services and information.
- Acquiring and maintaining up-to-date knowledge on existing and new services, systems and procedures with the capacity to coach others to also acquire that knowledge.
- Assist the Service Coordinator and Manager in the implementation of all policies and procedures related to Service Delivery within Service Centres in area of responsibility.
- Assist the Service Coordinator and Manager in coordinating the implementation of new products and services.

Reporting structure:

- Reports to the Service Delivery Coordinator.
- The role will also receive operational support and advice from the Service Delivery Support section.
- The role is required to exercise judgement and initiative in responding to everyday service delivery matters.
- Advice and assistance will be available when dealing with abnormal or complex issues. This advice and assistance would be from a variety of sources including the Service Delivery Coordinator, the Manager, the Workforce Planner and the Service Delivery Support team.

Selection criteria:

1. Demonstrated ability to supervise, guide, coach and mentor staff including the ability to provide constructive feedback on a regular basis and the ability to support staff in a change environment.
2. Demonstrated high level oral and written communication and interpersonal skills including conflict resolution, negotiation and report writing skills and the ability to resolve complex customer queries and issues and develop and maintain productive and professional relationships with internal and external Service Tasmania stakeholders.
3. Demonstrated ability to acquire and maintain knowledge of Service Tasmania services, products, systems and business functions.

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4. Demonstrated organisational skills with the ability to manage multiple priorities in a complex service environment.
5. Demonstrated high level analytical and problem solving skills and the ability to respond to change with a flexible and proactive approach.
6. Demonstrated ability to work within a broad team environment, contributing to organisational initiatives as required.

Essential requirements:

The Head of the State Service has determined that the person nominated for this position is to satisfy a pre-employment National Criminal History Police Check before taking up the appointment, promotion or transfer. The following check is to be conducted:

Checks for criminal charges, convictions or findings of guilt for:

- crimes involving dishonesty
- crimes of violence
- sex related offences
- serious drug offences
- traffic violations, criminal or traffic charges (but not including parking infringements).

Desirable requirements

- A current motor vehicle driver's licence
- Previous experience working in a customer service environment across multiple sites and/or multiple channels.

State Service Principles and Code of Conduct

Employees should familiarise themselves with the State Service Principles (view at thelaw.tas.gov.au website) and must work to ensure the Principles are embedded into the culture of the Agency and that the Principles are applied to all Agency decision making and activities.

The State Service Code of Conduct (view at thelaw.tas.gov.au website) complements the State Service Principles. It outlines the behaviours and performance expected of State Service employees, including acting appropriately in the course of their duties and maintaining the confidence of the community in the activities of the State Service.

Working Environment

DPAC does not tolerate discrimination, harassment or bullying in the workplace. We have a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

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The Department is committed to having a diverse and inclusive workforce where all employees feel welcomed, safe and supported. Our employees are diverse in gender, languages, ethnicity, cultural background, age, sexual orientation, and religious beliefs. They also are diverse in their skills and qualifications, where they live and work, their life and work experiences, personality, abilities, family and caring responsibilities, and their experience of disability. The Department values the unique experiences, knowledge, and skills that our employees bring to their work.

There are a range of flexible work options available to support employees to achieve work/life balance, and workplace adjustments are available to accommodate individuals' needs in the workplace.

Workplace health and safety:

The Department is committed to sustaining an environment and culture that provides for the health, safety and wellbeing of all its workers, by complying with the requirements of the Work Health and Safety Act 2012 and the Work Health and Safety Regulations 2012.

Our goal is to be recognised as an exemplar with regard to work health, safety and wellbeing throughout the State Service.

Every employee at DPAC has an obligation to:

- Comply with safe work practices;
- Take reasonable care of the health and safety of themselves and others;
- Comply with any direction given by management for health and safety;
- Report all accidents and incidents in a timely manner; and
- Report all known or observed hazards.

If this position has supervisory responsibilities, additional responsibilities are to provide and maintain as far as possible:

- A safe working environment;
- Safe systems of work;
- Information, instruction, training and supervision that is reasonably necessary to ensure employees are safe from injury and risks to health; and
- A commitment to continually improve our performance through effective safety management.

Fraud Management:

The Department of Premier and Cabinet has a zero tolerance to fraud. Employees must be aware of, and comply with, the Agency's fraud prevention policy and procedure including the responsibility to report any suspected fraudulent activity to the Deputy Secretary – Corporate and Governance directly or through their Director or the

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Manager of Finance or the Manager of HR. DPAC is committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the Public Interest Disclosure Act 2002.