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| **Cluster** | **Planning, Housing and Infrastructure** |
| **Agency** | **Department of Planning, Housing and Infrastructure** |
| **Division/Branch/Unit** | **Corporate Services / Digital and Customer / Customer Care** |
| **Classification/Grade/Band** | **Clerk Grade 5/6** |
| **Role Number** | **TBC** |
| **ANZSCO Code** | [**531111**](https://aesg2-p-erp.aesg.accenture.com/flp?csrt=3631480681628271014) |
| **PCAT Code** | [**1229192**](https://aesg2-p-erp.aesg.accenture.com/flp?csrt=3631480681628271014) |
| **Date of Approval** | **July 2024** |
| **Agency Website** | **www.dpie.nsw.gov.au** |

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.

Primary purpose of the role

The Customer Care & Support Officer serves as the initial point of contact for managing customer inquiries related to the Planning Portal, which provides a range of services. The role is pivotal in addressing and resolving customer concerns, offering essential guidance, and ensuring smooth interactions between users and the Planning Portal. The role ensures efficient navigation of the portal's features, promoting user satisfaction and effective use of available resources.

Key accountabilities

* Assist customers with Planning Portal enquiries and provide necessary support with applications submitted through the Planning Portal, ensuring all customers adhere to legislative requirements throughout the process.
* Triage incoming calls, emails and webforms ensuring they are either resolved or escalated to the relevant team such as the technical support team for further investigation and resolution.
* Undertake investigations or seek clarifications on customer enquiries, escalating complex matters to the relevant stakeholders.
* Liaise with teams across the Department and other government agencies to verify information accuracy, guiding and educating customers and stakeholders regarding their enquiries.
* Assist in the development and implementation of procedures to ensure the achievement of team objectives consistent with (business unit/divisional) service commitments and quality management principles.
* Contribute to continuous improvement initiatives through new ideas and identification of opportunities to improve the efficiency of work processes and implementation of changes in the workplace.
* Perform a range of administrative activities to support the provision of service delivery.
* Attend meetings and contribute ideas on emerging issues or trends and recommend changes and strategy to continuously improve service delivery, enhance the business unit and service processes.

Key challenges

* Providing general information to customers in a simple, clear and customer friendly manner
* Maintaining knowledge of customer service practice and relevant NSW Planning Portal services processes.
* Working in an environment where the services provided may be politically sensitive, controversial and under scrutiny.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues, keep informed, advise, receive guidance and instructions |
| Work Team | * Work collaboratively to contribute to achieving the team’s business outcomes |
| Staff | * Liaise with other planning staff to share advice on operational matters and keep current with policy and procedural changes. |
| **External** |  |
| Client/Customers/Stakeholders | * Contribute to a client-focused approach to service delivery * Monitor, address and/or escalate requests and provide services * Manage the flow of information, seek clarification and provide advice and responses * Provide advice to resolve complaints |
| Industry professionals and consultants | * Seek specialist knowledge/advice and collaborate on sector changes and industry issues and keep up with best practice in related industries |

# Role dimensions

## Decision making

Customer Care and Support Officer:

* Works with minimal supervision managing allocated tasks within the agreed work program
* Exercises judgement regarding completion of priorities within deadlines
* Works within a framework of sector and department priorities, policies and procedures, legislative and regulatory frameworks, delegations, and resource parameters
* Makes decisions under their direct control as directed by their Team Leader/Manager and refers to the Team Leader/Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management.

## Reporting line

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| --- |
| Manager Customer Service |

## Direct reports

Nil

## Budget/Expenditure

Nil

# 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.

| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| --- | --- | --- | --- | --- |
|  | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | Keep up to date with relevant contemporary knowledge and practices  Look for and take advantage of opportunities to learn new skills and develop strengths  Show commitment to achieving challenging goals  Examine and reflect on own performance  Seek and respond positively to constructive feedback and guidance  Demonstrate and maintain a high level of personal motivation | 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 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 |
|  | **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 |
|  | **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 are not relevant for recruitment purposes however may be relevant for future career development.

| **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 |
|  | 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 |
|  | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
|  | Work Collaboratively | | Collaborate with others and value their contribution | Foundational |
|  | Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
|  | Deliver Results | | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
|  | 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 | Foundational |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
|  | Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
|  | Project Management | | Understand and apply effective planning, coordination and control methods | Foundational |