

Position Title	Team Leader Customer Experience and Support
Department	City Assets
Unit	
Team	Support Services
Supervises	6
Reports To	Executive Business Manager
Grade	Grade I
Date Prepared	10/07/2023
Date Last Updated	10/07/2023

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

With a strong focus on providing high quality customer care and support to the City Assets Department, this position will lead a team of Customer Experience and Support Officers who are expected to collaborate with teams across the City Assets Department providing efficient and effective support in the day to day operations of the Unit.






Accountabilities

- **Supporting our customers**
 - Lead , roster and direct a team of Customer Experience and Support Officers who support the City Assets Department across sites within the CB City area.
 - Coordinate the ongoing output of the Customer Experience Support Officers, as well as managing performance and ensure ongoing motivation and continuous improvement.
 - Develop and maintain effective internal and external customer support through administration assistance and developing office management systems and processes to facilitate the achievement of work output targets for the City Assets Department.
 - Communicate effectively with the community, customers and other stakeholders both internally and externally to City Assets.
- **Supporting our business**
 - Provide support to the Executive Business Manager - City Assets and the Director City Assets and fulfill other duties as required.
 - Liaise with Technical Support and Business Support Officer across the Department to provide a seamless customer experience to our internal and external stakeholders
 - Allocate and roster Customer Experience and Support Officers across the Department to meet operational needs and ensure this allocation is operating efficiently.
 - Coordinate and minute the Director's monthly Manager's meetings.
 - Coordinate all Councillor and MP correspondence, following up, preparing response and monitor the closure of cases.
- **Supporting the team and each other**
 - Supervise, support, develop and direct Customer Experience and Support Officers to ensure efficient and effective use of resources

- Develop and participate in activities that support the development of the team
- Analyse and evaluate service improvement requests or ideas, monitor and evaluate performance towards Unit goals and objectives.
- Keep up to date with industry legislation, programs and resources and share knowledge with team.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – People Leader Profile 1		
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Advanced
	Display Resilience	Advanced
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 Relationships	Communicate and Engage	Advanced
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Advanced
	Deliver Results	Advanced
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 People Leadership	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Advanced
	Optimise Workforce Contribution	Adept
	Lead and Manage Change	Adept

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Relationships		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Relationships		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer- focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results		
Innovate and Improve	Advanced	<ul style="list-style-type: none"> • Encourages independent thinking and new ideas from others • Draws on developments and trends in the industry and beyond to develop solutions • Supports experimentation and rapid prototyping to test and refine innovative solutions • Develops/champions innovative solutions with long standing, organisation-wide impact

		<ul style="list-style-type: none"> • Explores creative alternatives to improve management systems, processes and practices • Contributes own knowledge and experience to staff training and development sessions
Results		
Deliver Results	Advanced	<ul style="list-style-type: none"> • Sets high standards and challenging goals for self and others • Delegates responsibility appropriately and provides support • Defines what success looks like in measurable terms • Uses own professional knowledge and the expertise of others to drive results • Implements and oversees quality assurance practices
People Leadership		
Inspire Direction and Purpose	Advanced	<ul style="list-style-type: none"> • Translates organisational vision and strategy into operational goals to help staff understand their own contribution • Builds a shared sense of purpose through involving people in defining priorities and cascading goals • Regularly communicates progress against business unit and organisational goals • Creates opportunities for recognising and celebrating high performance at the individual and team level

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Relevant tertiary qualifications and/or proven experience and knowledge of office coordination and management at a senior level.
- Class C Drivers' Licence.
- Demonstrated relationship management experience and highly developed interpersonal skills
- High level communication skills, both written and oral
- Demonstrated experience running a high volume administrative/ customer experience team
- Demonstrated high level of stakeholder engagement on issues management
- Ability to work through processes and optimise outcomes

Essential Experience

- 5+years experience leading a customer service/administrative support team
- Experience in working in a cross functional team with high paced deadlines
- Ability to prioritise task making difficult decisions and manage performance
- Demonstrated high degree of personal integrity and responsibility
- Demonstrated staff management skills and experience
- Flexible attitude and a willingness to work
- Experience in implementing changes to work processes

Desirable Qualifications and or Experience

- Experience in Local Government
- Experience and skills using microsoft suite of products, iShare, Pathway, Our Customer and Our Requisitions and InfoCouncil.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>