

POSITION DESCRIPTION

POSITION TITLE	Team Leader Customer Experience
CLASSIFICATION	SRW Enterprise Agreement Business Services Band D plus employer contribution to superannuation in accordance with the <i>Superannuation Guarantee (Administration) Act 1992</i> .
BUSINESS UNIT	Service Delivery
ENGAGEMENT	Full Time Ongoing
LOCATION	Maffra (required to travel to and work from other SRW Office locations)
REPORTING LINES	Reports to: Manager Statutory Functions Direct Reports: Assessment Officer x 2 Senior Assessment Officer x 2 Customer Service Officer x 4 Senior Customer Experience Officer x 1
DELEGATIONS	This position has authority to make decisions and direct activities for SRW as conferred by Southern Rural Water's Instrument of Delegation and as set by: • a level 3 financial delegation • this position description • other directions or instructions specified by SRW or a SRW delegate

POSITION OBJECTIVE

The Team Leader Customer Experience provides expert leadership to the Customer Experience team, which is responsible for delivering high performance, process driven and seamless experience for our customers, and internal and external stakeholders.

The Team Leader Customer Experience is responsible for managing and mentoring team members to ensure superior first point of contact for our customers, and proper record management via the customer service functions, and high quality, timely advice to the Minister's delegate (Manager Water Licensing) through the licensing assessment functions.

The Team Leader Customer Experience is responsible for driving the development of procedures and other documentation that guide proper processes for licensing assessments and reporting, and development of training materials and delivery of training to promote a self-service culture for

internal stakeholders where we empower employees to access systems directly to find information they need and ensure employees are aware of proper record management.

The Team Leader is a subject matter expert and provides licensing and/or regulatory advice to support internal employees, as well as into government initiatives and projects and acting as an escalation point for highly complex projects, complaints and applications. The Team Leader is accountable for managing team workloads, driving process improvements while supporting the development of effective internal and external working relationships.

POSITION SPECIFIC RESPONSIBILITIES

- Effectively lead and manage a cross-functional, customer centric workgroup by meeting (or exceeding) service agreements and KPIs for:
 - External customer services, including reception and call centre responses
 - Licence applications and Information Statement processing.
- Provide specialist advice and resolution on complex customer and applications issues, in conjunction with Manager Water Licensing, Senior Assessment Officers and Senior Customer Experience Officer.
- Use powers conferred through Ministerial Delegations and SRW instruments of delegation (as updated from time to time) consistent with SRW's role as a regulatory authority including powers delegated to the position title of Team Leader Applications.
- Ensure employees follow the proper management and storage of information in line with SRW policy and procedures.
- Build strong culture and relationship within the customer experience team and throughout the business.
- Lead optimisation projects that aim to increase efficiency, decrease duplication and allow for an uplift in our customer experience.
- Analyse trends to identify opportunities and initiate action to improve systems and processes that centres our customers' needs and seeks efficiencies.
- Mentor and support the team to prepare recommendations for decisions by the Manager Water Licensing, including statutory reports, correspondence and briefing papers.
- Provide specialised knowledge into special projects and initiatives (internal and external) and represent SRW at stakeholder, community or other special interest group meetings in accordance with SRW guidelines and procedures.
- Liaise regularly with Manager Statutory Functions and Manager Water Licensing, escalating matters where necessary to ensure emerging or potential risks are known.
- Support the preparation of corporate reporting as required including budget reporting and performance reporting.
- Support the Manager Statutory Functions by monitoring revenue received through cost recovery activities associated with complex applications and adhoc specialist or additional services.
- Supporting the implementation of SRW's family violence obligations, including internal liaison and escalation as required.
- Actively participate in the Statutory Functions Leadership Team and embrace and demonstrate the SRW values
- Present a professional customer-oriented image on behalf of SRW at all times
- Other activities as required.

PEOPLE MANAGEMENT

- Promote a culture within the team to communicate clearly and share knowledge to work more effectively as a team.
- Undertake regular meetings with all direct reports and provide constructive feedback, coaching and direction to ensure position requirements are being met effectively and efficiently.
- Undertake formal performance appraisals twice per annum with all direct reports to identify and acknowledge both achievements against performance indicators and opportunities for improvement.
- Ensure team members maintain the technical capability to perform their role and encourage skill development and learning where required.
- Communicate relevant matters via individual and/or team meetings.
- Undertake effective recruitment and training of staff.

OPERATIONAL RESPONSIBILITIES

- Monitor and adjust plans and resources as required to ensure service levels and other targets are continually met.
- Coordinate the implementation of improved efficiencies and/or effective team work practices to ensure continuous improvement.
- Ensure that all team members have a shared understanding of team purpose and direction.
- Coordinate the annual review of all team processes and identify and implement opportunities for improvement.
- Work collaboratively with all teams and other stakeholders to ensure that effective internal and external customer service is delivered and that all performance indicators and targets are met.
- Provide input into key business unit risks and mitigating actions and ensure that the risk management plan is up to date.
- Ensure that all business unit staff, and self, maintain complete and accurate records of all work-related activities including documentation and administration as per the organisation's records management policy and adherence to the organisation's written style.

SCHEDULING RESPONSIBILITIES

- Ensure that team and individual staff activities contribute towards the achievement of business unit and organisational goals, demonstrating alignment through daily and/or regular planning and reporting activities.
- Plan and provide input into team budgets on a monthly and annual basis.
- Resolve any audit findings within agreed time frames.
- Accurately report service area data and other information annually to support Annual Reporting or other reporting or ministerial requirements reports (as applicable).
- Fulfil emergency related functions including filling an incident management team position, by mutual agreement, in the event that a CIMP is enacted.

HALTH, SAFETY AND WELLBEING

- Ensure all team members (and self) are aware of and adhere to, SRW policies and OH&S requirements.
- Monitor health and safety performance within areas of responsibility.
- Lead formal and informal discussions regarding HSW risks and activities.

POSITION DESCRIPTION

- Investigate all hazards / incidents / injuries within areas of responsibility.

KNOWLEDGE SKILLS AND ABILITIES

- Demonstrated experience in managing and developing a team to achieve outputs and to work collaboratively within a complex customer service / applications environment, including resourcing, mentoring and coaching team members.
- Experience in the water industry, with strong understanding and professional application of relevant legislation, policies and compliance requirements related to both the administrative, information management functions and water licensing, including the Victorian Water Register.
- Experience managing a frontline, process driven team, with proven ability to manage workloads, prioritise and delegate, and drive process improvements and efficiencies.
- Demonstrated ability to establish and implement sound and effective customer experience processes to uplift / streamline service delivery to achieve robust customer outcomes and initiate change.
- Excellent communication and negotiation skills, including the ability to identify complex problems or issues, mitigate risks, and negotiate effective resolution or outcome.
- Expert judgement and analytical skills to reason through complex problems and develop effective interventions and customer centric outcomes/solutions.
- Demonstrated ability to be decisive and flexible while maintaining impartiality, objectivity and professionalism.
- Excellent organisational and self-management skills with the ability to plan and prioritise work and be flexible and agile in delivering service and building an effective and collaborative team environment.
- Knowledge of and experience in data management and call tracking systems, along with MS Office suite to (intermediate to advanced) level.

QUALIFICATIONS

- Diploma or Degree qualified in Business Administration (desired) or commensurate experience in the water industry.
- Qualifications in management or leadership would be highly regarded.

PRE-REQUISITES

- Possess and maintain a current Victorian driving licence.
- Possess and maintain relevant qualifications, licences pertaining to role.
- Ability to travel in the relevant district of the position, and to and work from other SRW Office locations as required.

SRW VALUES

Adherence to Southern Rural Water's Values as described below:

We are **always safe** and **accountable** working as **one team** to deliver a lasting **legacy**.

DIVERSITY AND GENDER EQUALITY

At SRW we value a diverse workforce, we acknowledge that it is our responsibility to create gender equality and inclusive workplaces where everyone can be their best self, regardless of gender.

EMPLOYEE POLICIES

All SRW employees are required to comply with the Code of Conduct for Public Sector Employees, which can be found by visiting <http://vpsc.vic.gov.au/resources/code-of-conduct-for-employees/>

DATE APPROVED	October 2024
APPROVED BY	General Manager Service Delivery