



Position Description

ASSIST Team Leader

The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

POSITION TITLE: ASSIST Team Leader

AWARD CLASSIFICATION: Band 7

DEPARTMENT: Customer Experience & Transformation

DIVISION: Customer & Corporate Services

LAST UPDATED: March 2024

ORGANISATIONAL RELATIONSHIPS:

REPORTS TO: Head of ASSIST

SUPERVISES: Senior ASSIST Officers and ASSIST Officers

INTERNAL LIAISONS: Council employees and Managers, Executive Team and Councillors

EXTERNAL LIAISONS: Community, customers, government representatives, statutory authorities, suppliers, consultants and contractors

POSITION OBJECTIVES

- Manage the operations of ASSIST Services (Contact Centre and Front Counter) functions, including people leadership and providing direction to frontline and senior ASSIST resources in providing first point of contact for customers
- Conduct resource planning and rostering across all channels, allocation of work in an effective manner and manage performance to meet or exceed targets.
- Contribute to the development of a customer service centre of excellence at City of Port Phillip, providing the first point of access and resolution for customer services and transactions.



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KEY RESPONSIBILITY AND DUTIES

Customer Service Centre of Excellence

- Contribute to the development of customer service and quality assurance standards, frameworks and best practices in collaboration with the line manager.
- Lead the definition and implementation of processes and procedures, and ensure their adoption by the ASSIST team and the broader organisation.
- Ensure Officers and Senior Officers utilise the Customer Request Management and OneCouncil system in order to facilitate meaningful and tailored engagement with customers and to maximise meaningful reporting.
- Design, deliver and coordinate training in key business areas, including operations and systems training.
- Manage the new team member induction program together with Team Leaders/Coordinators from other Departments along with Senior Officers and support an environment of continuous development.
- Contribute to strategic projects related to the expansion and development of service provision.
- Lead a network of customer service champions across the organisation, inspiring them to adopt, apply and promote service excellence and good complaint handling practices in day to day operations and service delivery

Customer Service Operations

- Generate and analyse operational reports and provide performance insights and recommendations
- Work with internal functions (e.g. service owners, Customer Experience team, Data team) to obtain insights and relevant input for customer strategies and plans.
- Manage, contract and vendor arrangements pertaining to the Contact Centre Services.
- Collaborate with DTS to ensure appropriate technologies and systems are incorporated within the Assist framework, enabling maximum access to required information and compliance with industry standards
- Actively contribute to the design and delivery of Assist training programmes for effective customer engagement and complaint management
- Lead the planning and day to day management of the customer service support functions for the Council.
- Conduct resource planning, roster resources and effectively allocate work.
- Provide leadership, direction and coaching to the ASSIST team in providing the first point of contact for the customers via multiple communication channels.
- Manage any escalated enquiries, requests, complaints, issues or cases.



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- Monitor the performance of the ASSIST team, regularly report on performance, execute identified improvement opportunities and manage performance to meet or exceed agreed service levels.
- Lead Senior Officers and Officers to set goals, aspire to improve performance and achieve KPIs within the ASSIST function.
- Develop and review knowledge articles to ensure that the team is equipped with the right tools, knowledge and skills.
- Process ASSIST accounts and timesheets in a timely manner and raise purchase orders as directed.
- Contribute to the development of a customer service centre of excellence and establishment of ASSIST as the first point of contact for all services and transactions.
- Develop and build strong relationships with key internal stakeholders and work with peer groups responsible for the delivery of customer services.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Have accountability for the day to day management of a reasonable number of ASSIST resources and overall externally facing customer functions.
- Have freedom to act in accordance with policies, objectives, budgets and regular reporting to fulfil duties in line with the customer experience vision, customer service improvement strategy and plans, Council Plan and Organisational Strategy.
- Have input into the development of, along with implementation of the customer service strategy, policy and plans, and customer service standards, frameworks and best practices.
- Manage a team of resources, and provide guidance, advice and direction to the team, setting and keeping team members informed of performance KPI's, objectives and goals.
- Contract management as required to ensure contract requirements are met within agreed resources and time
- Accountable for the recruitment, development and management of the ASSIST frontline team
- Decisions and actions taken by the incumbent may have a substantial effect on the ASSIST function under management or the public perception of City of Port Phillip, especially when it comes to resolving complex complaints and cases.
- As appropriate, coordinate customer service issues to service teams across the organisation for resolution

JUDGMENT AND DECISION MAKING

- Make decisions and resolve customer service related issues under delegated authority to minimise risk and enhance customer service outcomes
- Exercise high level problem solving skills in the area of complex customer requests, inquiries, complaints, issues and cases as they are escalated, in line with customer service standards, frameworks and best practices.



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- Provide specialist advice to Head of ASSIST and Senior Management on customer transaction volumes, forecasts and resource requirements across all channels
- Develop processes and procedures in line with customer service strategy and plans, customer service standards, frameworks and best practices, and ensure their adoption and adherence by the ASSIST and afterhours call centre team.
- Responsible for continuous improvement and evolving customer service procedures and processes over time.
- To consistently demonstrate the agreed City of Port Phillip values, charter promises and principles of social justice, equity, diversity and inclusion
- Capacity to apply broad conceptual skills to the areas of customer experience and relationship building, service design and development and implementation
- Partner with stakeholders , along with the ability to gain their cooperation in the development of referral protocols, solicit stakeholder feedback, and identify any specific needs and possible new services that could be integrated to Assist.
- Build excellent working relationships with internal business units, influence and lead a change in culture to collaboratively improve services delivered to customers and the community.

SPECIALIST SKILLS AND KNOWLEDGE

- Advanced skills in customer service delivery, critical thinking and problem solving, with the ability to design processes and procedures for customer facing functions.
- Strong understanding of the range of services that Local Council provides to customers and how they relate to areas of the business and function.
- Understanding needs and expectations of customers in a local government or similar setting, including multiple channel frontline service
- Understanding of the Council vision and goals as well as the Local Government sector, and the impact on customer service.
- Advanced computer skills in Microsoft Word, Excel & Outlook with experience in reporting, compiling and analysing statistical information, including forecasting, rostering and performance analysis.
- Familiarity with budgeting and relevant accounting procedures, for purchasing, projects and appropriate resource management.
- Monitor agreed frontline resourcing budgets and support the management of operating within allocated resources and minimising costs
- Participate in the development and implementation of business plans and use, develop and interpret contact centre data and management reports



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MANAGEMENT SKILLS

- Ability to manage resources, time constraints and contracts to deliver the ongoing operational activities associated with managing a multi channel, multi-site contact centre.
- Manage, motivate, empower and develop team members within the ASSIST team to provide a high level of service, continually seek out ways to improve the process, service delivery and the customer experience.
- Keep abreast of operational and legislative changes in relation to service delivery in Local Government and educate relevant team members within the team and across the organisation with similar responsibilities (eg. privacy)
- Proactively manage the performance of the team to meet or exceed service levels, customer and business expectations
- Advanced capability to provide performance feedback, along with advice, guidance, coaching and training within the team and as required across service teams within the organisation.
- Identify knowledge/systems training needs amongst team and implement individual customised training, one-on-one coaching, mentoring and peer support programs.
- Demonstrate a high level of autonomy to work independently, plan, organise and complete own work.
- Participate in multiple streams of work / projects of varying levels of complexity.
- Take responsibility for ensuring that you and employees are familiar with and abide with, the City of Port Phillip Employee Code of Conduct, applicable legislation and Council's policies and procedures.

OCCUPATIONAL HEALTH & SAFETY

- Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work
- Comply with all relevant legislation and regulation, as well as City of Port Phillip policies and procedures and reasonable work instructions
- Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes
- Participate as appropriate in an early and safe return to work program after a workplace injury
- Participate in the improvement of health and safety, including incident investigations and risk management processes
- Maintain knowledge of OHS issues relevant to your work
- Participate in the management and leadership of health and safety, including incident investigation and risk management processes
- Act as a role model for teams by demonstrating safe work behaviours



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INTERPERSONAL SKILLS

- Advanced interpersonal and relationship management skills with the ability to liaise with customers and other departments with a calm and positive attitude.
- Advanced leadership, influence and people development skills, requiring the individual in the position to inspire performance and continuous improvement outcomes through others.
- Well-developed communication skills, both verbal and written, with the ability to engage with people of varying cultural and linguistically diverse backgrounds, people with disabilities and deal with all levels of internal and external stakeholders.
- Sensitivity to and acceptance of a wide variety of lifestyles and cultures
- Well-developed teamwork skills, with the ability to connect with colleagues and work together towards common goals.
- Ability to work effectively and achieve results with a minimum level of supervision

QUALIFICATIONS AND EXPERIENCE

- A tertiary degree in business / communications / design, or an equivalent combination of qualifications and relevant experience; or lesser formal qualifications along with substantial experience.
- Experience leading, developing and supervising Team members / representatives that may be located across multiple sites or off site working remotely.
- Experience managing customer expectations and relationships, dealing with difficult stakeholders and negotiating agreed solutions or similar experience.
- Experience managing performance of a team, in order to ensure agreed service levels are met or exceed.
- Extensive experience in the successful leadership of customer service teams in a high volume multi-channel service delivery environment / complex operating environments delivering a wide range of customer services and transactions (e.g. billing, payment, application/request processing).

CHILD-SAFE STANDARDS

- Maintain a child safe culture at the City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.



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SECURITY REQUIREMENTS AND PROFESSIONAL OBLIGATIONS

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- sufficient proof of their right to work in Australia, and
- sufficient proof of their identity.
- Evidence of COVID-19 Vaccination or valid medical exemption in line with City of Port Phillip Vaccination Policy.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (*employee type with City of Port Phillip registered as the organisation*).

KEY SELECTION CRITERIA

- A highly experienced and driven customer service leader and team player with a track record in leading, developing and managing day to day accessible and inclusive, multi-site and multi-channel customer service/contact centre functions.
- A highly capable manager with the ability to lead and inspire performance and continuous improvement within the team, to meet or exceed customer expectations and agreed service levels.
- Demonstrated advanced interpersonal and relationship management skills with the ability to liaise with stakeholders and customers with a calm and positive attitude, especially with difficult issues and/or difficult behaviours.
- Demonstrated highly developed communication skills, both verbal and written, with the ability to engage from diverse backgrounds, lifestyle choices and cultures.
- Ability to manage priorities, plan and organise own work and the broader team, in order to deliver results within agreed timing, quality and budget targets.
- Experience in workforce planning and reporting. Ability to identify, collate, measure and report on outcomes in order to drive service delivery excellence and process improvements.