

MANAGER CUSTOMER SERVICE

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| Position Number: | LPB006 | Classification Level: | 6 |
| Division: | Regulatory Services | Reports to: | Director Accreditation & Customer Service |
| Team: | Accreditation & Customer Service | Supervises: | 7 FTE |

Operational context

The Legal Practice Board (**Board**) is the primary designated local regulatory authority under the *Legal Profession Uniform Law (WA)*. The Board's mission is to be an effective, efficient and innovative regulator of legal services in Western Australia. Members of the Accreditation & Customer Service team provide frontline customer centric service that is responsive to the needs of the Board's stakeholders. It deals with the regulatory requirements for legal practitioners in the state and promotes consumer confidence in the WA legal profession.

Role overview

The Manager Accreditation & Customer Service works collaboratively as a member of the Accreditation & Customer Service division, leading, developing, and managing a team to deliver high quality, professional, and efficient customer service. The position collaborates with internal and external stakeholders to create and sustain a customer centric culture. The position is responsible for considering regulatory applications, providing advice on the complaints process, triaging of matters, complaints, ensuring legal practitioners meet their professional indemnity insurance obligations, the accreditation of institutions providing tertiary legal education, practical legal training, continuous professional development, Freedom of Information, and internal review requests. The position ensures that the Board is customer focused and engages effectively with consumers, practitioners and other stakeholders.

Key Accountabilities

- Develops and maintains excellent standards of customer service and builds a high performing customer service team and work systems.
- Provides leadership, mentoring, coaching and support for all team members.
- Builds capability, oversees and delivers a comprehensive training program for customer service staff, and fosters a culture of continuous improvement, ensuring the effective performance and development of staff.
- Provides information, prepares reports and make findings and recommendations on matters including non-compliance issues, to the Director Accreditation & Customer Service, for decision-making regarding an appropriate course of action.
- Provides expert advice to the team on regulatory matters, best practice, and risk-based regulatory approaches.
- Provides leadership to build capacity in dealing with complex or sensitive matters.
- Attends to escalated matters and personally responds to complex or sensitive matters.
- Determines priorities, assesses risk and deploys resources.
- Monitors the demands on the service and the quality and timeliness of the services delivered.
- Collaborates across the Board to develop an efficient, systematic approach to the management of enquiries and complaints from the point of receipt to resolution.
- Supports the Director to implement contemporary strategies to ensure the highest possible level of outcomes focused service delivery. Analyses data and identifies trends to inform the regulatory approach, enhance regulatory compliance, and optimise customer service activities.
- Works collaboratively with all Board staff to share insights and lessons learnt to inform and contribute to the preventative and educative strategies.
- Accountable for the achievement of operational key performance indicators. Including working collaboratively with the divisional management team to contribute to the Integrated Planning and Reporting Framework and to deliver the Board's strategic, corporate and regulatory objectives.

- Prepares reports for the Director where required, providing recommendations and options.
- Represents the Board in a range of external forums.
- Establishes and maintains strong working relationships with a range of internal and external stakeholders. Liaises with complainants, members of the public, lawyers, law practices and other regulatory bodies.
- Undertakes other duties as directed.

Work related requirements

To be read in the context of the preceding sections of this document.

Essential

1. Substantial experience and demonstrated commitment to the achievement of a customer centric culture, ensuring the needs of customers are met.
2. Substantial leadership experience with proven success in managing and developing a team to deliver outstanding frontline customer service.
3. Demonstrated working understanding of professional practice standards and a high level of ability to interpret and apply standards, regulations, legislation, and policy.
4. Excellent written and verbal communication and interpersonal skills including strong stakeholder relationship management skills with proven ability to work collaboratively.
5. Excellent problem solving and analytical skills and the ability to formulate evidence-based responses, improvements and innovative solutions and strategies.
6. Demonstrated resilience and a strong commitment to providing service excellence.

Reporting Relationships

Direct reports to this position:

- Senior Customer Service L4
- Customer Service Officer L3 x 5
- Customer Service Officer/Receptionist L2

Total number of positions under control: 7

Our Values

Our values underpin everything we do, they guide the way we conduct our work, how we engage with each other and deliver services to our customers. The ability to demonstrate how you will apply our values is important to us.



Special Equipment/Requirements

Appointment subject to satisfactory National Police History Check and 100 point identification check.

Position Certification

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

SIGNATURE

22 October 2024

EXECUTIVE DIRECTOR

DATE