



Job Description Form

Team Leader Housing Direct

Position Details

Position Number: Generic

Classification: Level 4

Award/Agreement: Public Sector Award and Agreement

Organisational Unit: Housing Policy and Development / Housing Services /
Housing Practice and Support

Location: Perth Metropolitan Area

Classification Date:

Effective Date: April 2026

Reporting Relationships

This position reports to:

Customer Service Manager, Level 6

Positions under Direct Supervision:

This position supervises a small team.

Role Statement

This position leads a frontline Customer Service Team in the delivery of high-quality Customer Services.

This role supports the Customer Service Manager in the delivery of services, including the development of work processes and operating procedures. The position provides knowledge, support and direction to Customer Service teams, and role models appropriate customer service standards and behaviours so that service quality standards are met. This role provides frontline information and assistance to customers on the Department's services as a daily part of their role.

Position Duties and Responsibilities

1. Supervision and Quality Assurance

- 1.1 Leads a Customer Service team in the delivery of frontline services and role models the Department's values and standards.
- 1.2 Implements and maintains policies and procedures relating to Customer Service, making recommendations to Manager and Coordinator where process improvement opportunities are identified.
- 1.3 Inducts, trains and supervises Housing Direct staff in all aspect of their duties and monitors their achievement of performance standards and target attainment.
- 1.4 Conducts regular quality assurance checks to ensure compliance with policies and procedures and takes required action to rectify errors.
- 1.5 Conducts regular performance appraisals, provides ongoing feedback, coaching and proactive support to the Customer Service Officers.
- 1.6 Monitors and reviews team and individual performance, recommends improvement strategies to the Manager and Coordinators and implements performance improvement strategies where required.
- 1.7 Develops, implements and reviews quality assurance processes.

2. Service Delivery

- 2.1 Maintains a thorough knowledge of all Housing Direct products and services and related community support and welfare agencies.
- 2.2 Provides advice and assistance on all aspects of services and products available from the Department.
- 2.3 Contributes to the concept and design of services and their processes.
- 2.4 Effectively communicates and consults regarding service issues and changes.
- 2.5 Provides advice to resolve complex enquiries and personally deals with difficult queries while actively training Customer Service Officers in these matters.

- 2.6 Interacts with internal and external stakeholders to ensure knowledge is maintained and acquired for the benefit of customers and the overall potential of service delivery.
- 2.7 Prepares reports and correspondence on outcomes and discussions arising from customer contact.

Corporate Responsibilities

1. Exhibits accountability, professional integrity and respect consistent with the Department's Values, the Code of Conduct, and the public sector Code of Ethics.
2. Actively participates in the Department's performance development process and pursues professional development opportunities.
3. Participates in emergency or critical event response management duties as required.
4. Undertakes other duties as required.

Work Health and Safety Responsibilities

All Employees (and Volunteers / Trainees / Contractors)

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

Supervisors (if applicable)

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.

Essential Work-Related Requirements (Selection Criteria)

1. Demonstrated ability to supervise and provide leadership to a high-performing team.
2. Well-developed interpersonal skills with the ability to converse effectively and sensitively with people at all levels and build productive relationships.
3. Demonstrated commitment to the provision of outstanding customer service with sound decision-making skills and the ability to provide quality advice.
4. Analytical, problem solving and planning skills in the development of work systems and processes that support the delivery of services to a high standard.
5. Well-developed written communication skills.

Desirable Work-Related Requirements (Selection Criteria)

1. Experience in the delivery of Customer Services within a Contact Centre or business processing environment.

Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.