



Customer Service and Special Project Data Centre Team Leader Education Business Services

Position number	Generic
Agreement	Public Sector CSA General Agreement 2022 or as replaced
Classification	Level 5
Reports to	Customer Service and Special Project Data Team Coordinator (Level 6)
Direct reports	Customer Service and Special Project Data Officer (Level 3)

Context

State and system strategy, policies and projects are designed with a focus on student achievement for all.

The Customer Service and Special Project Data Centre coordinates, implements and supports programs, initiatives, and special projects and aims to deliver services within an environment of standardised systems and processes relevant to particular programs, initiatives, and special projects.

This includes:

- customer support that includes screening, providing advice and resolving customer interactions
- complex processing
- quality assurance and exception reporting and processing
- customer service to employees, Principals, parents and carers of enrolled students, Manager Corporate Services, central office staff and Managers
- debt recovery
- development and delivery of operational data and service improvement opportunities.

The position of Customer Service and Special Project Data Centre Team Leader is responsible for efficient and effective customer service and data entry services within a team.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Specialist Services

- Ensure business processing activities are delivered accurately and comply with industrial instruments, legislation, policies and procedures.
- Maintain quality assurance processes to identify and regularly report on activities and statistics.
- Undertake research to identify and analyse data from the customer service and data entry system and prepare reports which contribute to developing special project business plans, processes and procedures.
- Monitor and review operational processes to identify, develop and implement continuous improvement initiatives.

Branch Support

- Provide a comprehensive training function, lead, coach and supervise the team to undertake business processes and activities which includes identifying and resolving customer service and data entry related issues.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Departmental policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal goals and facilitates accomplishment of designated roles and deliverables.
- Contribute to change management projects relevant to the Branch.

Customer and Stakeholder Support and Liaison

- Coordinate and monitor the activities of the customer service and data entry team to provide a quality service to clients in accordance with established Key Performance Indicators.
- Develop and maintain effective working relationships with internal and external clients to support the provision of a quality service.
- Provide timely and accurate information, consultation and advice to internal and external stakeholders.
- Maintain a focus on customer service delivery and continuous improvement of services.
- Develop and maintain effective communication links and working relationships to ensure access to diverse specialist knowledge.

Selection criteria

1. Demonstrated well developed management skills, including experience in leading and motivating a team in a high volume environment.
2. Demonstrated well developed communication and interpersonal skills, including the ability to effectively consult and negotiate with key stakeholders and prepare written reports and briefings.
3. Demonstrated knowledge of and extensive experience in operating a complex payroll system, ability to apply industrial instruments, legislation and policy related to payroll related activities.
4. Demonstrated well developed research, conceptual and analytical skills and the ability to provide innovative solutions to support continuous improvement.
5. Demonstrated well developed organisational and project management skills and ability to coordinate and deliver outcomes in agreed timelines.

Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

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

ENDORSED

Date 22 March 2024
Reference D24/0210511