



Job Description

Position Title:	Director Customer Information	Classification:	Level 9
Position Number:	MIS17109	Location:	Cannington
Division/Group:	Service Delivery	Supervises:	8
Branch/Section:	Customer Information	Reports to:	Executive Director Service Delivery

Operational Context

Within the Service Delivery Group, the Customer Information Directorate is responsible for providing frontline customer service and information that is accurate, convenient and professional to meet the needs of DMIRS stakeholders and customers. The Customer Information Directorate is responsible for ensuring DMIRS is client focused and engages effectively with the community, businesses and stakeholders.

Role Overview

The Director leads and directs the operations of the Customer Information Directorate and provides the Executive Director and the Corporate Executive with advice to meet the Department's Customer Information service objectives. This role is also responsible for driving the reform of DMIRS customer service.

Role Responsibilities

(The following outlines the key responsibilities and duties related to this position)

- Leads and directs the operations of the Customer Information Directorate to ensure outcomes identified in the Department's Strategic Plan and ongoing reform initiatives are achieved.
- Contributes to the ongoing strategic development and management of the Directorate ensuring the achievement and monitoring of the Directorate objectives.
- Provides leadership to achieve corporate objectives and outcomes with a focus on the coordination and integration of efficient and effective systems with a high priority on digitizing manual processes and transactions for DMIRS customers.
- Works to ensure increased efficiency through the removal of duplication and standardisation of business processes.
- Works collaboratively across the organisation and focuses on maintaining strong links with operational areas, supplying and sharing relevant knowledge and information to these groups.
- Formulates short to long-term strategic and operational plans and related outcomes and efficiently and effectively allocates and uses resources within the Directorate to achieve outcomes.
- Ensures effective management of risks and compliance with applicable laws, regulations, standards and 'best practice' are adhered to.
- Contributes to the development and implementation of corporate policies and procedures including the achievement of Equal Employment Opportunity and Diversity outcomes.
- Provides an environment for greater opportunities for innovation and continuous improvement, fosters collaboration across Government, and explores synergies with other agencies.
- Provides executive level oversight of customer service functions with clear accountability to deliver DMIRS customer-centric strategies whilst building a sustainable customer service team that can deliver on mandated budget reforms and provide a single customer experience for our stakeholders.
- Provides professional leadership emphasising the importance of staff development to maximise staff wellbeing and career development opportunities.
- Works closely with other groups within the Department to deliver service that meets the needs and expectations of the community in an evolving environment and to keep pace with the advancement of technology.
- Represents the Department at a senior level on committees working groups or at other forums.

Corporate Responsibilities

(The following outlines departmental responsibilities)

- Responsible for the achievement of corporate objectives through effective management and by focusing a work

group on stakeholder needs.

- Builds productive working relationships with community stakeholders to ensure effective community engagement, provide opportunities to input on policy and to facilitate agreement of mutually beneficial solutions.
- Provides effective leadership within corporate policies and procedures, acts with integrity and ensures staff demonstrate ethical behaviours aligned with the Department Code of Conduct.
- Takes reasonable care to protect your own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all provisions of the Occupational Safety and Health Act 1984.

What is required in this role?

(The following outlines what experience and qualifications are required to fulfil this role)

- Experience in client focused frontline customer service management and delivery of customer-centric strategies.
- Demonstrated leadership and management experience to enable the achievements of agreed performance outcomes as identified in the Department's Strategic Plan.
- Superior stakeholder management communication skills and experience in engaging teams to drive organisational change.

Capabilities Required

(The following outlines the behaviours required to be demonstrated to perform this role)

Shapes and manages strategy

- Inspires a sense of purpose and direction.
- Focuses strategically.
- Harnesses information and opportunities.
- Shows judgement, intelligence and common sense.

Achieves results

- Builds organisational skill and responsiveness.
- Marshals professional expertise.
- Steers and implements change and deals with uncertainty.
- Delivers intended results.

Builds productive relationships

- Nurtures internal and external relationships.
- Facilitates cooperation and partnerships.
- Values individual differences and diversity.
- Guides, coaches and develops people.

Exemplifies personal integrity and self-awareness

- Demonstrates public service professionalism and probity.
- Engages with risk and shows personal courage.
- Commits to action.
- Display resilience.
- Demonstrate self awareness and a commitment to personal development.

Communicates and influences effectively

- Communicates clearly.
- Listens, understands and adapts to audience.
- Negotiates persuasively.

What are the Job reporting relationships?

This position reports to: Executive Director Service Delivery
Supervisor Position No: MIS17107 Classification: CL1

Positions reporting to this Job:

Graduate Officer - (MIS18053)	L3
Team Leader - (00017223)	L4
Coordinator Customer Help Centre - (00017510)	L5
Contact Centre Coordinator - (00017098)	L6
Contact Centre Coordinator - (MIS18105)	L6
Manager Corporate Communications - (00000012)	L7
General Manager - (00016427)	L8
General Manager - (MIS17134)	L8

What are the pre-employment requirements for this Job?

- This position has been identified with a potential for Conflict of Interest
- National Police Clearance

Approved Date

27-FEB-2019