



Position Title: Service Improvement and Quality Assurance Specialist

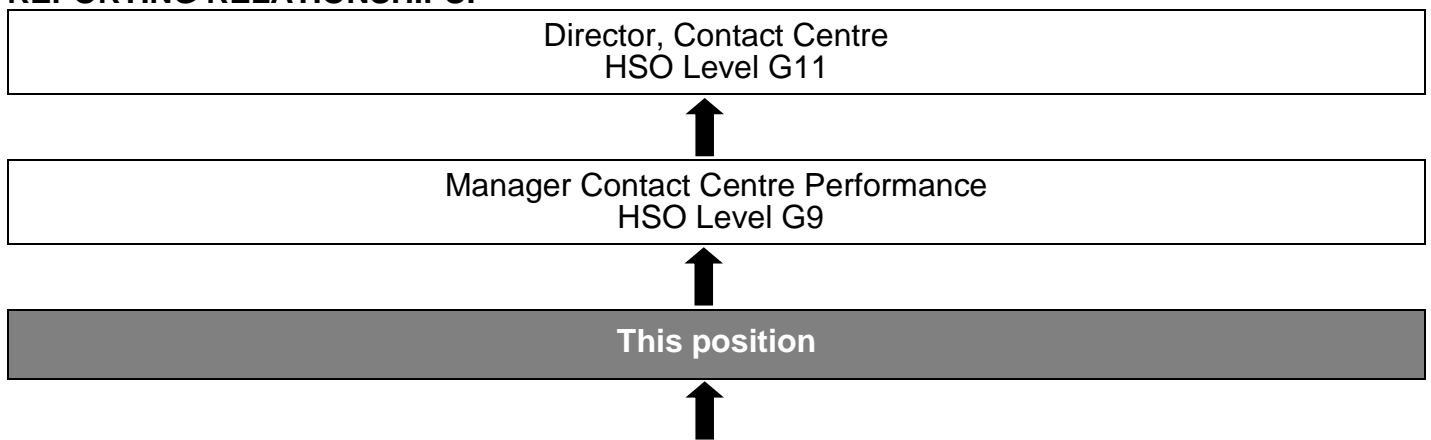
Classification	HSO Level G5
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Customer Experience
Function	Contact Centre
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Customer Experience Business Unit, the Service Improvement and Quality Assurance Specialist is responsible for:

- Continuously improving quality and efficiency of customer service.
- Quality analysis of all types of interactions.
- Providing knowledge, support and direction to contact centre team members and role models appropriate customer service standards and behaviours so that service quality standards are met.
- Developing a strong working relationship with the contact centre leadership team, taking a shared customer centric viewpoint to understand and meet our evolving customer requirements.

REPORTING RELATIONSHIPS:



Directly reporting to this position:

Title	Classification	FTE
No direct reports		

ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared service centre for the WA public health system. We provide a suite of services to more than 55,000 employees across WA's public health services and hospitals. Our services include:

- Information, communication and technology services (ICT)
- Procurement and supply
- Workforce services, including payroll, recruitment and appointment, NurseWest and workforce data
- Financial services
- Delivery of customer-driven programs and projects

Our vision is to provide great services to our customers, be known as a valued partner, and support the health of all Western Australians. We seek to achieve this by delivering on our purpose of supporting our customers to provide excellent health care.

Whether you work in our corporate offices, at our customer sites, or out at our warehouses – collectively, our focus is on providing simple, reliable, responsive and sustainable services.

We are a workforce of over 1,400 innovative, dedicated and enthusiastic people. We embrace diversity and believe that our best services come from a workplace where varied perspectives and experiences are welcomed and encouraged.

We are undergoing a major business transformation to establish HSS as a modern shared services organisation and we're seeking the right people to grow our team.

It is an exciting time in the health sector and a defining period for HSS.

HSS VALUES



We put our customers at the heart of what we do



We value and care for each other



We promise, we own, we do



We will find a way



We make a difference together

Our values guide our behaviours and the way we interact with our customers and each other.

BUSINESS UNIT ROLE:

The HSS Customer Experience Business Unit is responsible for customer relationship management and customer experiences across HSS. This Business Unit works with the customer-facing functions to provide an aligned customer focused strategy and provide a clear escalation path for HSS' customers to engage and resolve issues. The Business Unit hosts the HSS Contact Centre, and holds key responsibility for customer relationships, interactions, and ensuring performance is in line with established Service Level Agreements (SLAs).

POSITION RESPONSIBILITIES:

HSS Participation (Self):

- Maintains a culture of putting customers at the heart of everything we do and demonstrates a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system's Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contributes to maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

Role Specific Responsibilities and Key Outcomes:

- Maintains a thorough knowledge of services delivered by HSS Contact Centre.
- Interacts closely with other business units to ensure knowledge is current to train Customer Experience Consultants for the benefit of customers and overall service excellence.
- Develops and provides stakeholders with in-depth reporting on quality performance metrics in a timely manner.
- Assists with the quality improvement processes and development of continuous improvement ideas and projects through raw data collection and information analysis of all types of contact centre interactions throughout opening hours.
- Builds effective and collaborative communication relationships with internal and external customers and contact centre members to understand Voice of the Customer and use as a guide for service improvement.
- Leads calibration meetings and provides feedback, coaching team members in a fair, consistent, honest manner utilising agreed scorecards and customer excellence standards.
- Promotes a 'Think Customer First' culture within the Customer Experience Business Unit, this includes developing and leading training programmes to support our contact centre values.
- Contributes to the well-being and achievements of the team.
- Represents the contact centre team internally and externally as required.
- Other duties as required.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated experience utilising business tools such as the Microsoft Office Suite, learning and development software.
2. Well-developed verbal, written and interpersonal skills, fostering relationships with teams, colleagues, stakeholders and customers.
3. A problem-solving mindset with the ability to escalate or manage related risks and resolve conflicts.
4. Demonstrated experience coaching, delivering and maintaining training programmes to groups and individuals.
5. High level of time management and organisational skills able to work independently and in a team environment.

DESIRABLE CRITERIA:

1. Proven experience in a Contact Centre or customer service environment with the ability to motivate staff to foster high morale.
2. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

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

Version control	Description	CRC Approval Date	Registered Date
Vs 1.0	JDF Created	31/08/2020	31/08/2020