



Position Title: Customer Relationship Manager

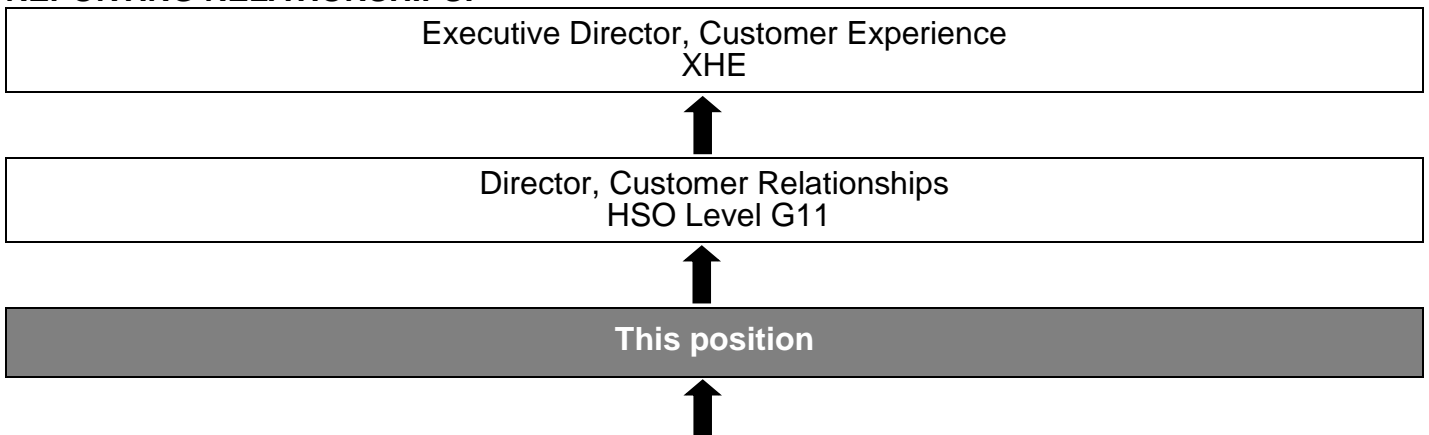
Classification	HSO Level G9
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Customer Experience
Function	Customer Relationships
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Customer Experience Business Unit, the Customer Relationship Manager is responsible for:

- Contributing to the strategic direction and management of HSS in line with HSS strategies.
- Managing and improving customer experience and ensuring a high level of service through the delivery of key initiatives and strategies across HSS.
- Aligning business needs, systems and processes with meeting customer requirements.
- Owning and resolving complex customer issues and implementing mitigating actions.
- Identifying, designing and implementing service enhancement initiatives to meet customer needs and enable continuous improvement.

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 Leaders and Managers:

- Contributes to the strategic and operational governance of the Health Support Services as a member of the extended leadership team.
- Contributes to the setting of strategic business direction and the achievement of corporate goals, including quality improvement, and the development of a dynamic and innovative organisational culture where employees put our customers at the heart of what they do.
- Contributes to the Health Support Services transformation and continual improvement objectives through constructive transactions with stakeholders and customer agencies.
- Empowering leadership and direction of the relevant area, ensuring objectives are transformed into actions and goals are achieved.
- Contributes to the effective working and image of Health Support Services as a team supporting the achievement of the broader WA health system's objectives.
- As a leader, at all times models behaviour consistent with organisational values, including probity and accountable and ethical decision-making.

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:

- Supports the development and ongoing management of high quality and sustainable customer relationships with Health Service Providers (HSPs) and other key stakeholders.
- Manages the holistic customer relationship interface with individual HSPs.
- Takes ownership of serious or complex customer issues, managing processes to ensure timely responses, and speedy resolution, and ensures mitigating actions are put in place.
- In consultation with the Director, Customer Relationships conducts regular reviews to ensure HSS customers are satisfied with services provided.
- Keeps customers up to date with relevant developments and proactively monitors the overall customer experience delivered by HSS regarding services and scope.
- Monitors the effectiveness of customer relationship management through customer feedback mechanisms.
- Identifies, develops and manages effective initiatives to enhance customer experience outcomes.
- Provides accurate and timely reports to HSS Executive on customer requirements and Feedback
- Other duties as required.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated problem solving skills including the ability to identify, analyse, develop and implement customer focused solutions in conjunction with key stakeholders.
2. Demonstrated commitment to delivering customer focused services with the ability to establish networks and drive continuous improvement.
3. High level time management skills with the proven ability to manage competing priorities and deliver outcomes.
4. Proven ability to drive and implement innovative project and programs to improve customer experience.
5. Demonstrated experience in process improvement / business analysis.

DESIRABLE CRITERIA:

1. Tertiary qualification in a relevant field.
2. Prior experience as a business analyst in a service-based organisation.
3. 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