

POSITION DESCRIPTION: TEAM LEADER – CENTRE SUPPORT

Position Description	<p>The position of Team Leader Centre Support is a key part of the senior team in the region, a key advisor to the Centre Manager in their practice area and holds significant autonomy and decision making capacity.</p> <p>The primary function of the role is to provide supervision and leadership for the smooth running of the Centre, providing good customer service to internal and external customers. The role is required to ensure the delivery of a cohesive and responsive administrative, reporting and office maintenance function to the Centre. It requires flexibility, initiative, strong coordination and organisational skills, as well as expertise in office administration and leadership of staff.</p> <p>This position has touchpoints across all programs and supports effective customer service delivery by the provision of reception, admin and various centre activities.</p>	
Reports to:	Centre Manager	
Position Liaises with:	<p>Internally: Administration Staff, Centre staff, General Managers, EGM’s, Practice Quality and Innovation team, Partnerships and New Business team, and other Relationships Australia (NSW) staff</p> <p>Externally: Commonwealth/State Government Departments, auditors and other stakeholders</p>	
Location:	Various	
Strategic Goals	Areas of responsibilities	Key Measures
Client Focus	<p>1. Responsible for supporting good customer service in your Centre</p>	<p>1.1 Promote a strong customer service culture that is professional and responsive to the needs of clients</p> <p>1.2 In partnership with the Centre Manager, support the effective and efficient delivery of customer service within the position authority:</p> <p>1.2.1 Monitor effective reception of clients for all services in the Centre including waitlists and intake procedures</p> <p>1.2.2 Manage complex enquiries or information requests with sound organisational knowledge and adherence to policies and procedures</p> <p>1.3 Contribute to developing, implementing, maintaining appropriate systems to support effective customer service</p> <p>1.3.1 Work to ensure the achievement of the Centre objectives</p>

	<p>2. Develop strong working relationships with internal and external stakeholders</p>	<p>1.3.2 In consultation with Centre Manager, evaluate services according to key performance indicators relating to internal goals (financial, quality practice) and external (customer driven) goals.</p> <p>1.3.3 Assist the Centre Manager in driving change to develop and improve customer service.</p> <p>1.3.4 Liaises with Centre Manager and relevant Team Leaders to enable and ensure accurate data capture by staff</p> <p>2.1 Contribute to the implementation and evaluation of strategic and business and project plans within the Centre</p> <p>2.2 Ensure the work of the organisation is effectively promoted in the Region and support effective cross sector collaboration and maximum uptake and effectiveness of services.</p> <p>2.3 Liaise proactively, positively and effectively with Centre staff and Client Services and be a conduit for the Manager for communication and information management</p>
<p>People</p>	<p>1. Provide leadership and guidance to staff undertaking administrative duties within the Centre</p>	<p>1.1 Contribute to the support and development of staff in order to maximize performance and foster a high morale workplace.</p> <p>1.1.2 Support Centre staff in accurate data entry and maintaining currency, ensuring that all updates to data and administrative systems are implemented within the Centre</p> <p>1.2 Help foster an organisational culture that attracts, rewards and retains high calibre staff</p> <p>1.2.1 Direct reports are well supported; workloads managed; and staff have access to professional development opportunities</p> <p>1.2.2 Develop a good team culture where staff are welcome, well supported and motivated at work</p> <p>1.2.3 Mentor and encourage staff</p> <p>1.2.4 Monitor and provide opportunities for recognition and reward in the team and across the centre</p> <p>1.2.5 Monitor and report on Key Performance Indicators</p> <p>1.2.6 Provide appropriate conflict resolution and clear communication especially around organisational changes</p>

	<p>2. Accepts personal responsibility for overseeing and maintaining safe work practices</p>	<p>1.3 Demonstrate integrity, respect and professionalism at all times – and demonstrably live the RANSW values</p> <p>1.4 Under the direction of the Centre Manager, provide leadership to ensure organisational strategy is successfully implemented and progressed locally:</p> <p>1.4.1 In consultation with the Centre Manager analyse effectiveness, support and continuous improvement of the customer service provided from the Centre</p> <p>2.1 Demonstrate safe work practices including identification and reporting of hazards/workplace incidents as they occur</p> <p>2.2 Monitor and promote WHS awareness and reporting as well as personal responsibility.</p> <p>2.3 Ensure that the Centre Manager and General Manager are well and fully informed on all aspects of the operations, including any risks to the organisation</p>
<p>Sustainability</p>	<p>1. Along with key stakeholders develop and review the Customer Services Operational Plan</p> <p>2. Ensure corporate regulatory compliance</p>	<p>1.1 In consultation with the Centre Manager align the Centre objectives with the Customer Services Business Plan, and organisational Strategic Goals</p> <p>1.2 Contribute to the maintenance of Premises Standards and provide reports/ audits as required</p> <p>1.3 Work with the Centre Manager to identify and respond to potential local funding initiatives as required</p> <p>1.4 Ensure marketing and promotional activities are delivered effectively and promotional/ marketing collateral is current</p> <p>1.5 Work with the Centre Manager to contribute to annual budgets</p> <p>2.1 Monitor financial transactions within delegated responsibility ensuring the Centre is within budget</p> <p>2.2 Keep Centre records in compliance with relevant funding agreements and legislations</p> <p>2.3 Gain and maintain current Working with Children Check, National Criminal History Checks and any other requirement where appropriate</p> <p>2.4 Demonstrate knowledge of current RANSW policies and procedures</p>

KEY COMPETENCIES

- **Inspiring others** – creates a climate in which people are driven to do their best. Motivates and empowers others in the workplace, acknowledges the contribution of all staff to the achievement of the strategy
- **Interpersonal and Communication Skills** –Timely resolution of enquiries or work requests; demonstrates initiative, adaptability in difficult situations and a high level of effective verbal and written skills in dealing with people at all levels
- **Knowledge** – The ability to lead, support and coordinate a team of staff involved in customer oriented administrative work and quality service support. Apply knowledge and common sense to a variety of situations using pragmatic can do attitude; is able to assess the facts, identify opportunities, assess the risks and make recommendations in relation to the improvement of customer service; ability to work to strict deadlines and adapt to changing conditions.
- **Teamwork** – works collaboratively with Centre Manager and senior team, GM Customer Relationships and GM Customer Experience to accomplish Centre goals and reinforce the vision; respects the needs and contributions of others and is a leader in reinforcing a team approach.
- **Self-Motivated** - Self-starter with excellent organisational and time management skills; ability to self-motivate and multi-task and work independently; Aptitude to think on your feet and produce practical answers; Proactive, shows initiative & leads by example, ensuring staff are accountable.
- **Business Acumen** – Knowledgeable in current practices, trends, technology and information affecting the sector and organisation. Experience in business information analysis and interpretation

SELECTION CRITERIA

Essential requirements

- Qualifications in a relevant field and/ or extensive supervisory experience
- Experience in running an office environment, multi-tasking and prioritising work for self and others
- Experience in delivering and improving quality customer service to internal/ external stakeholders
- Advanced knowledge and expertise in computer technology, data and financial management systems, and reporting
- High level of accuracy and attention to detail
- Capacity to develop and maintain effective professional and influential working relationships – externally (with stakeholders and clients / community) and internally (within and between business units).
- National Criminal History Check clearance and NSW Working with Children Check Clearance