Role Description
Team Leader, Customer Resolution

Role Description Fields	Details
Department/Agency	Department of Customer Service
Division/Branch/Unit	NSW Fair Trading
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	541111
OSCA Code	551132
PCAT Code	1119192
Role Family/Function/Type	Customer Service / Customer Service / Customer Advice/Support/Resolution
Date of Approval	August 2025
Agency website	www.customerservice.nsw.gov.au

Primary purpose of the role

Lead a customer-facing team to deliver high-quality, customer-centric resolution services and manage escalated matters in line with legislative and regulatory requirements. Provide expert guidance, coordinate workflows, and foster an agile, responsive, and continuously improving culture to support a fair and safe marketplace and deliver positive customer outcomes.

Key accountabilities

- Lead and support a customer-facing team to deliver effective resolution services, including case management, ensuring outcomes are timely and customer-centric.
- Oversee the resolution of complex and escalated customer matters to ensure fair, timely, and customer-centric outcomes.
- Develop and apply specialised knowledge of legislation, regulations, and procedures to guide the team in facilitating appropriate outcomes that support a safe marketplace.
- Monitor and analyse work volumes and performance trends to identify emerging issues and implement improvements that enhance efficiency, service quality, and business outcome
- Drive continuous improvement initiatives by developing and implementing systems, processes, and projects that enhance service delivery and efficiency.
- Conduct quality assurance and provide coaching and feedback to build team capability, strengthen performance, and maintain high service standards.
- Foster a culture of accountability, collaboration, and customer focus to achieve business objectives and deliver positive customer experiences.
- Ensure accurate and efficient delivery of customer-focused services and activities, including responding to enquiries, to support a positive customer experience and align with divisional service standards

Key challenges

- Managing a high-volume and sensitive frontline environment while leading a team handling diverse and complex customer matters and maintaining resilience under pressure
- Keeping pace with changing legislation, policies, and operational priorities while ensuring accurate advice, quality service delivery, and responsiveness to changing demands

- Driving process improvements and leading the team through change while balancing day-to-day service delivery, adapting to shifting priorities, and resolving issues in a dynamic environment

Key relationships

Internal

Who	Why
Manager	• Escalate complex issues and keep informed on matters impacting customers or business outcomes. • Make recommendations on team performance, service standards, and process improvements. • Receive guidance, feedback, and direction on strategic priorities and operational requirements. • Provide regular updates on emerging issues, risks, and key initiatives.
Direct report/s	• Inspire, guide, support, and coach team members to build capability, maintain engagement, and achieve performance outcomes in an agile and adaptive environment. • Review work and decisions to ensure integrity, accountability, and alignment with organisational standards while responding to changing priorities. • Share information, provide clarity on priorities, and encourage collaboration to deliver outcomes efficiently and flexibly. • Motivate and mentor staff to foster a positive, customer-focused culture and embrace continuous improvement and agile ways of working.
Work team	• Lead and participate in team meetings to share information, represent the work group perspective, and support collaborative decision-making. • Guide, support, and coach team members to deliver business outcomes while promoting agile and adaptive ways of working. • Role model organisational values and behaviours to foster a positive, customer-focused, and high-performing team culture. • Provide constructive feedback and contribute to continuous improvement initiatives to enhance efficiency and service quality.
Customers/Stakeholder	• Provide specialised information, advice, and education to support understanding and compliance with requirements. • Manage the flow of information and deliver timely, customer-focused responses to ensure prompt resolution of issues. • Collaborate to negotiate solutions, articulate service requirements, and provide regular updates to maintain transparency and trust. • Optimise engagement to achieve defined outcomes, manage expectations, and enhance the overall customer experience

External

Who	Why

Customers/Stakeholder	• Respond to and resolve queries, providing accurate information and resources, or redirect to the appropriate area when required. • Develop and maintain effective working relationships and open communication channels to manage expectations and ensure service standards are met. • Engage with and consult stakeholders to clarify issues, provide customer-focused advice, and ensure timely resolution of matters. • Optimise engagement to achieve defined outcomes, build trust, and enhance the overall customer experience

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Senior Coordinator, Customer Resolution

Direct reports

This role has various direct reports

Budget/Expenditure

As per the Customer Service Delegations

Key knowledge and experience

- Proven supervisory or team leadership experience, including coaching, mentoring, and performance management
- Experience working within regulated environments, with a strong understanding of compliance requirements

Essential requirements

- Appointment and ongoing assignment may be subject to restrictions and the satisfactory participation in mandatory pre-employment and ongoing probity screening, in accordance with relevant Legislation and/or related policies
- May be assigned or temporarily assigned to other roles under section 46 of the GSE Act as required to support surge operations across other teams within the division for a specified period, as advised

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused in challenging situations	Intermediate
	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept

	**Influence and Negotiate** Gain consensus and commitment from others, and resolve issues and conflicts	• Use facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements and be open to compromise • Keep discussions focused on the key issues	Intermediate
	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	Adept
	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly	Adept

	**Project Management** Understand and apply effective project planning, coordination and control methods	• Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects	Adept
	**Manage and Develop People** Engage and motivate staff, and develop capability and potential in others	• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the influences of bias when managing team members • Seek feedback on own management capabilities and develop strategies to address any gaps • Address and resolve team and individual performance • issues, including unsatisfactory performance, in a timely and effective way • Monitor and report on team performance in line with established performance development frameworks	Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level

	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate