Role Description
Associate Registry Officer

Role Description Fields	Details
Cluster	Customer Service
Department/Agency	Department of Customer Service
Division/Branch/Unit	Customer, Delivery and Transformation/ NSW Registry of Births Deaths and Marriages
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	541112
PCAT Code	1119192
Role Family/Function/Type	Customer Service/ Customer Advice/Support/Resolution
Date of Approval	January 2024
Agency website	www.customerservice.nsw.gov.au

Primary purpose of the role

Process applications for registering various life events (including birth, death, marriage, change of name, and change of sex), providing timely, accurate and responsive services to customer and stakeholders to ensure a positive customer experience.

Key accountabilities

- Assess various incoming applications and registrations; identify whether legislative requirements are met, make appropriate recommendations and take the necessary action to progress the case in line with applicable legislation, policy and procedures.
- Assess entries to be made into the Register of births, deaths, marriages and relationships, especially registrations for a more complex nature, for example, change of name and late birth registrations to ensure accurate and secure registration in line with Agency policy and procedures.
- Review and evaluate legal documents from national and international sources; and verify statutory declarations and supporting evidence to ensure compliance with legislation and Registry policy.
- Respond to enquiries and resolve issues from customers, external agencies and stakeholders in relation to the Registry's products, services and legislative requirements, including receiving, processing and registering applications for various life events to ensure high quality service delivery.
- Provide high-quality information and assistance to clients and stakeholders via telephone, face-to-face, email and other forms of communication to ensure positive customer experience.
- Undertake routine follow-up of non-compliant and incomplete registrations and applications as required and in accordance with Registry policies to ensure effective service delivery outcome.

Key challenges

- Providing a range of administrative and processing tasks in a high-volume environment with accuracy and efficiency whilst working independently·
- Keeping up to date with information and knowledge required to deliver quality service
- Exercising tact, professional judgement and, sensitivity when responding to culturally and/or linguistically diverse customers

Key relationships

Internal

Who	Why
Registrar/ Director Operations/ Senior Team Leader Operations	• Receives guidance in changes to work practices, policy and procedures,
Registry Team Leader	• Receives development and performance feedback • Receives guidance in managing complex and/or sensitive matters
Team Members	• Shares information, provides and seeks assistance, works collaboratively • Supports other team members to achieve team and organisational goals • Contributes to a team environment of knowledge and information sharing, continuous improvement, and skill and capability development.

External

Who	Why
Stakeholders	• Maintains effective working relationships to ensure that services are delivered in a timely manner.
Clients & Stakeholders	• Handles enquiries and correspondence • Provides accurate and timely information and advice

Role dimensions

Decision making

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

Reporting line

Registry Team Leader

Direct reports

Nil

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

Appointment and ongoing assignment is subject to the satisfactory participation in mandatory pre-employment and ongoing probity screening, in accordance with relevant Legislation and related policies.

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
	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult	Intermediate
	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly	Intermediate
	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate

	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek clarification when unsure of work tasks • Complete own work tasks under guidance within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks	Foundational
	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate

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
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate

	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational