Role Description
Operations Support Officer

Role Description Fields	Details
Department/Agency	Department of Customer Service
Division/Branch/Unit	Revenue NSW
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	541112
OSCA Code	551131
PCAT Code	1119192
Role Family/Function/Type	Customer Service & Experience (CX) / Customer Advice/Support/Resolution
Date of Approval	September 2023 (updated April 2026)
Agency website	www.customerservice.nsw.gov.au

Primary purpose of the role

The role provides processing and technical advice to clients for the collection of revenue for the state.

Key accountabilities

- Assess and process documents and returns to determine and confirm state tax liabilities and entitlements to grants
- Maintain knowledge of state tax legislation, policies, procedures and business rules to ensure consistency of advice to clients
- Process multiple categories of work and prioritise tasks to meet the client's and business needs
- Deliver team and Business Unit Key Performance Indicators
- Provide phone, counter and correspondence services to support operational business requirements
- Undertake audit analysis of information from various agencies to determine compliance action and negotiate with clients/representatives on a range of audit issues

Key challenges

- Providing timely and consistent client service by accurately administering legislation and maintaining performance standards

Key relationships

Internal

Who	Why
Reporting Line Manager	• Escalate issues, keep informed, advise, receive guidance and instruction to ensure delivery of service is consistent and client services are met
Work Team	• Work collaboratively with team members and stakeholders to achieve business unit outcomes • Participate in meetings to share information and provide input on issues
Clients/Customers	• Address and respond to client enquiries, provide solutions where possible or redirect enquiries to relevant area

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

Line manager

Direct reports

Nil

Budget/Expenditure

Nil

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
 Personal attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent your organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Report misconduct and inappropriate behaviour • Report and manage conflicts of interest and encourage others to do so	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
	**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 your organisation • Demonstrate a thorough knowledge of the available services and share relevant information with customers • Identify and respond quickly to customer needs • Consider different customer needs and experiences when developing solutions to meet needs • Resolve complex customer issues • Cooperate across work areas to improve outcomes for customers	Intermediate
	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Understand a problem or explore an opportunity by finding data that is relevant, trustworthy and high quality • Research and analyse information to make recommendations based on relevant evidence • Identify and find appropriate solutions for issues that may stop people from completing their tasks • Be willing to seek others' input and share your ideas to achieve best outcomes • Come up with ideas and identify ways to improve systems and processes to meet organisational and customer needs	Intermediate
	**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 • Use records, information and knowledge management systems effectively • Support system improvement initiatives and new technology when it is deployed • Identify where technology or automation supports tasks, and raise issues when applications may be inappropriate or inaccurate	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	Foundational
	Manage Self	Be persistent, self-reflect and commit to learning	Foundational
	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, pay attention to others and respond with understanding and respect	Intermediate
	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
	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Foundational