Role Description
Senior Registry Coordinator

Role Description Fields	Details
Department/Agency	Department of Customer Service
Division/Branch/Unit	Personal Injury Commission
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	541111
OSCA Code	551132
PCAT Code	1119192
Role Family/Function/Type	Customer Service & Experience (CX) / Customer Service
Date of Approval	July 2020 (2026 capabilities updated Nov 2026)
Agency website	www.customerservice.nsw.gov.au

Primary purpose of the role

Manage an operational team to deliver comprehensive, high-quality customer enquiry and registry activities and services, including triage and responding to a variety of enquiries, to meet the needs of a range of customers and stakeholders in compliance with legislation, policies and procedures.

Key accountabilities

- Supervise, monitor, and manage daily team activities and resources to deliver quality customer enquiry and registry services to meet business outcomes and optimum customer experience.
- Build, lead and maintain a positive team culture encouraging effective communication, sharing of information and rotation of staff between teams to ensure a collaborative work environment
- Provide technical advice and guidance to the team on complex registry policy matters and procedure issues to build capability to ensure optimal service delivery
- Act as the conduit for referral of matters to appropriate business units, to ensure registrations are channeled to these units in a timely manner
- Identify knowledge gaps, contribute to the development of the knowledge base and deliver technical training to the team to build capability and improve performance to ensure optimal service delivery standards
- Identify potential risks, emerging issues and trends including suspected corrupt conduct to provide timely advice and recommend policy and process improvements to mitigate risks and optimise service delivery outcomes
- Identify, analyse and implement continuous improvement initiatives to improve service delivery standards to meet business objectives and to meet legislative and compliance requirements

Key challenges

- Maintaining current knowledge of legislation, subordinate legislation and guidelines, and their impact on the organisation's functions and operations and align with industry best practice within a changing environment
- Prioritising and coordinating workflows in a high-volume work area to meet competing demands with critical deadlines from multiple sources

- Driving continuous improvement of procedures, processes, systems and the knowledge base to deliver tangible service improvement in a high-volume environment.

Key relationships

Internal

Who	Why
Manager	• Escalate issues, keep informed, advise and receive guidance and instructions • Monitor workflow and advise on meeting quality outcomes and timeframes • Participate in discussions and decisions regarding service delivery outcomes and processes
Work team	• Support, advise and collaborate with team members to achieve business outcomes, collaboration within 'virtual' teams and customer focussed service delivery • Participate in meetings to share information and provide input on issues • Contribute to the development of solutions and coordinate the implementation of improvement and capability development initiatives within the team.
Direct Reports	• Guide, support, coach and manage performance • Review work and proposals to ensure integrity and accountability of decision making • Provide expert technical advice on registry practice and procedure to resolve escalated matters from the frontline team. • Inspire, motivate and collaborate to maximise performance and outcomes
Customers/Stakeholders	• Provide specialised information, services and educate • Manage the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues • Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert customer focused advice and regular updates • Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution

External

Who	Why
Customers/Stakeholders	• Establish and maintain effective working relationships and communication to a variety of stakeholders. • Address/respond to queries where possible, or redirect relevant party for review and resolution • Provide proactive advice, information and support service • Ensure the effective flow of information throughout the registry process

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. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting line

Manager Disputes Services

Direct reports

Varies

Budget/Expenditure

As per the Customer Service Delegations

Key knowledge and experience

- Current and extensive knowledge in registry practice and procedure in a dispute resolution or similar environment.
- Demonstrated experience in delivering sustainable improvements in processes, procedures, the knowledge base and systems in a high-volume environment.

Essential requirements

Satisfactory criminal records check

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, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Acknowledge when someone challenges your ideas, seek to understand why and respond appropriately • Raise and work through challenging issues and seek alternatives • Respond professionally when under pressure and in challenging situations	Adept
	**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 and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Promote a workplace culture that values high ethical standards and behaviour • Act to prevent and report misconduct and inappropriate behaviour • Put strategies in place to manage and monitor conflicts of interest • Ensure that others are aware of and understand the legislation and policy framework within which they operate	Adept
	**Communicate Effectively** Communicate clearly, pay attention to others and respond with understanding and respect	• Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation • Clearly explain complex ideas and arguments to individuals and groups • Create opportunities for others to contribute • Share information with other teams and business units to enable informed decision-making • Write clearly and concisely in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences • Pay attention and encourage others to express their views	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
	**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 customers' experience and engage people with lived experience to inform service improvements • Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience • Use customer data, feedback and insights to improve service delivery • Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in your area of expertise • Connect and collaborate with relevant customers from the community	Adept
	**Work Collaboratively** Collaborate with others and value their contribution	• Encourage a workplace culture that values collaboration • Communicate with other teams to improve information sharing • Share lessons learned with other teams and business units • Identify opportunities to collaborate with stakeholders, including people with lived experience, to develop better processes and solutions • Actively use digital information platforms, collaboration tools and other digital technologies to share information and work with diverse audiences to solve problems and improve services • Consider diverse cultural perspectives to provide insights into collaborative work	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
	**Deliver Results** Achieve results by using resources efficiently and committing to quality outcomes	• Use your own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Ensure staff understand expected goals and acknowledge staff success in achieving these • Identify the resources people need and ensure goals are achieved within budget and on time • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the way resources are allocated meets new business needs • Ensure you budget for and clearly state the financial impacts of new priorities	Adept
	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, business unit and your organisation when prioritising work • Set, prioritise, consult on and develop team and business unit goals, strategies and plans • Anticipate, assess and respond appropriately to the impact of changes, including changes to government policy and economic conditions, on team or business unit goals • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust plans accordingly	Adept
	**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

Capability group/sets	Capability name	Behavioural indicators	Level
	**Manage and Develop People** Engage with and motivate staff, and develop their capability and potential	• 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 effects of bias when managing team members • Seek feedback about your management capabilities and develop strategies to improve on them • Address and resolve team and individual performance issues, including unsatisfactory performance, promptly and effectively • Monitor and report on team performance in line with established performance development frameworks • Develop positive relationships to ensure cultural safety and trust between team members	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
	Manage Self	Be persistent, self-reflect and commit to learning	Intermediate
	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate

Capability group/sets	Capability name	Description	Level
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Intermediate
	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 and champion change, and help others to engage with change	Intermediate