Role Description
Business Operations Coordinator

Role Description Fields	Details
Department/Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	5121111
OSCA Code	522231
PCAT Code	1229192
Role Family/Function/Type	Business Operations & Support / Executive Support
Date of Approval	February 2020 (updated with 2026 capability framework)
Agency website	www.customerservice.nsw.gov.au

Primary purpose of the role

Oversee the provision of and provide high-level business, administrative and support services to facilitate the efficient delivery of business operations and services to agreed standards.

Key accountabilities

- Oversee and coordinate the delivery of business, administrative and support services to ensure the business needs of the Branch/Unit are met
- Prepare a range of documents ensuring accurate and on-time delivery and compliance with organisational standards
- Monitor and address complex and/or sensitive enquiries and issues, including those that are escalated, to ensure the timely and effective resolutions of issues
- Develop, implement, review, recommend improvements and update administrative systems, processes and policies to ensure currency and compliance with agency standards, policies and procedures
- Manage and coordinate the collection and collation of information and documentation on business unit performance, and make recommendations to improve efficiency, cost management and service delivery
- Coach staff on policies, procedures and business systems in order to ensure the efficient, effective and compliant operations
- Establish and maintain customer relationships and collaborative networks through effective communication, negotiation and issues management to support optimal service delivery and the on time delivery of projects and initiatives
- Maintain awareness of relevant issues, policy obligations, insights, challenges, trends and opportunities to recommend innovative solutions that optimise outcomes and contribute to a best practice business support function in line with organisational and government priorities

Key challenges

- Balancing the administrative service needs of unit staff consistently, given the high volume of work, the number of staff seeking services from the team, and the need to address ad hoc requests and unforeseen issues

- Keeping up to date with legislation, policies, procedures and guidelines to provide accurate information and a positive customer experience while ensuring compliance with, legislation, standards and the integrity of the service and quality
- Prioritising and coordinating workflows in a high volume work area to meet competing demands with critical deadlines from multiple sources given conflicting priorities and rapidly changing agendas

Key relationships

Internal

Who	Why
Manager	• Escalate issues, keep informed, advise and receive guidance and instructions • Provide regular updates on issues and priorities • Participate in meetings and discussions to share information and provide input and feedback
Direct report/s (where relevant)	• Guide, support, coach, mentor and manage performance • Provide own perspective and share information • Work collaboratively with, inspire and motivate
Work team	• Support team members and work collaboratively to contribute to achieving business outcomes • Facilitate meetings to obtain working group perspective and share information
Customers/Stakeholder	• Manage expectations and provide high quality customer focused support and services • Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution • Manage the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues

External

Who	Why
Customers/Stakeholder	• Develop and maintain effective working relationships and open channels of communication • Address/respond to queries where possible, or redirect relevant party for review and resolution • Manage the flow of information, seek clarification, and provide customer focused advice and responses to ensure prompt resolution of issues

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

Manager, Business Operations or Business Unit Manager

Direct reports

This role may have direct reports

Budget/Expenditure

As per the Customer Service Delegations

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

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** Be persistent, self-reflect and commit to learning	• Keep up to date with contemporary knowledge and practices • Seek and take advantage of opportunities to learn and apply new skills • Commit to achieving challenging goals • Seek and respond positively to constructive feedback and advice • Examine and reflect on your performance	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
	**Communicate Effectively** Communicate clearly, pay attention to others and respond with understanding and respect	• Focus on key points and use clear, concise and inclusive language • Clearly explain and present ideas and arguments • Pay attention and ask appropriate and respectful questions to understand others' point of view • Promote the use of inclusive language and help others to adjust their language where necessary • Seek feedback about your communication style and adapt where necessary • Write in a way that is well structured and easy to follow • Clearly communicate routine technical information	Intermediate
	**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
	**Deliver Results** Achieve results by using resources efficiently and committing to quality outcomes	• Seek and apply specialist advice when needed • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver your own work and that of the team or business unit • Contribute to assigning responsibilities and resources to ensure the team or business unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Identify opportunities to collaborate using a range of technologies • Monitor compliance with policies for cyber security and acceptable technology use • Identify and evaluate how technology supports business strategies and objectives, raising concerns where outputs may be inappropriate • Monitor compliance with your organisation's records, information and knowledge management requirements • Check that outputs from systems and digital tools support objectives and meet expected standards	Adept
	**Manage and Develop People** Engage with and motivate staff, and develop their capability and potential	• Collaborate with your team to set clear performance standards and deadlines in line with established performance development frameworks • Look for ways to develop team capability and recognise and develop individual potential • Be constructive and build on strengths by giving timely feedback that people can act on • Identify and act on opportunities to coach and mentor others • Recognise performance issues that need to be dealt with and work promptly to resolve them • Effectively support and manage team members who are working flexibly and in different locations • Create a safe environment that considers and respects team members' individual differences, backgrounds and cultures • Reflect on feedback about your management style and potential areas where you can improve	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

Capability group/sets	Capability name	Description	Level
	Value Diversity and Inclusion	Be inclusive and respect 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	Intermediate
	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	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	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support and champion change, and help others to engage with change	Foundational