Role Description
Stakeholder Support Officer

Cluster	Customer Service
Agency	Independent Pricing and Regulatory Tribunal
Division/Branch/Unit	Regulation & Compliance / Policy, Engagement, Systems & Analytics
Role number	63869
Classification/Grade/Band	IPART Officer Grade C
Senior executive work level standards	Not Applicable
ANZSCO Code	149212
PCAT Code	1319172
Date of Approval	July 2023
Agency Website	www.ipart.nsw.gov.au

Agency overview

The Independent Pricing & Regulatory Tribunal (IPART) makes the people of NSW better off through its independent decisions and advice. We help people get safe and reliable services at a fair price.

We are the independent regulator for the water, public transport, local government, electricity and gas network industries in NSW. In addition, we administer and regulate the Energy Security Safeguard which includes the Energy Savings Scheme, Peak Demand Reduction Scheme and Renewable Fuel Scheme. We also undertake reviews and investigations into a wide range of economic and policy issues and perform other roles at the NSW Government's request.

For more information go to https://www.ipart.nsw.gov.au/Home/About-IPART

Primary purpose of the role

The Stakeholder Support Officer ensures first point resolution of customer enquiries, that are received by IPART via phone or online. The role is responsible for resolving simple, first-level questions or issues quickly, and triaging calls and online enquiries to the appropriate team to ensure complex issues are monitored, information is captured, and the issues are appropriately addressed and resolved.

Key accountabilities

- Respond to a range of customer enquiries and routine requests for information (via phone, email and other mediums) by sharing a broad understanding of the relevant Energy Security Safeguards (ESS) schemes, and resolving customer issues at the first point of contact where possible to provide a customer focused service to our stakeholders
- Record relevant information accurately in the designated customer relationship management (CRM) system to contribute to customer and issue reporting and continuous improvement activities
- Exercise judgement and discretion to triage and allocate more complex enquiries to subject matter experts within the team, contributing to better outcomes for consumer and industry customers

- Oversee the handling of complaints, ensuring that responses are provided in a prompt and timely manner, and support is provided to ensure a customer focused response and resolution process
- Take ownership of the stakeholder experience of each interaction from initial contact to resolution, via the CRM system, to provide optimal customer outcomes
- Maintain records of enquiries and utilise the CRM system to develop reports to track key performance indicators, track emerging issues and identify opportunities for improvement.

Key challenges

- Gaining and maintaining an understanding of the Energy Security Safeguard and related schemes
- Demonstrating a high level of initiative and proactively supporting business activities whilst balancing competing deadlines in a complex regulatory work environment.
- Maintaining relationships with a range of stakeholders, including occasionally aggrieved customers, while ensuring professionalism, tact and diplomacy in the provision of accurate information to achieve organisational objectives.

Key relationships

Who	Why
Internal	
Director	• Provide strategic direction and priorities • Keep informed, advise and receive instructions on work deliverables
Capability & Engagement Partner	• Receive day to day direction and updated priorities • Receive guidance and support • Provide regular updates on emerging issues and work priorities • Escalate issues and keep informed of workload and deliverables
Team	• Work cooperatively within the team and the division by attending meetings to understand new and emerging issues, exchange information and develop a customer-focused response • Provide support to team members and work collaboratively to contribute to achieving team outcomes
External	
Customers / Stakeholders	• Work collaboratively with the internal Team to source and collate relevant information to be able to provide accurate and complete information and advice to external stakeholders • Respond to and resolve routine queries. • Redirect or escalate to appropriate team member on complex queries.
Industry Professionals / Service Providers	• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.

Role dimensions

Decision making

The role independently manages day to day workload within agreed work and project plans, takes active ownership of own work and collaborates across IPART to ensure delivery of outcomes within required timeframes and to high standard.

The role refers decisions to the Capability & Engagement Partner requiring or resulting in significant change to outcomes or timeframes, those with the potential to escalate or create precedent, matters requiring a higher administrative or financial delegation or submission to a higher level of management.

Reporting line

The role reports to the Capability & Engagement Partner

Direct reports

Nil

Budget/Expenditure

In line with the IPART Delegations Manual.

Key knowledge and experience

Demonstrated experience working in a customer service environment providing complex advice and support to a diverse range of stakeholders and customers

Experience using a range of Microsoft Office programs and CRM systems

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
	Work Collaboratively Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user 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 • 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.

COMPLEMENTARY CAPABILITIES			
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
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	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
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational