



POSITION DESCRIPTION

POSITION DETAILS			
Title	Team Leader, Customer Resolutions		
Reporting to	Manager, Customer Care and Operations		
Function	Customer Experience		
Section	Customer Care & Operations		
Team	Customer Resolutions		
Classification	AT5		
People Leader (Y/N)	Yes	Org Level	3
Written by	Debbie Baydan	Date	Sept 2021
Approved by	Rohan Charrett	Date	Sept 2021

POSITION PURPOSE

Provide one to three statements that describe the main purpose of the role, describing the job and convey why this job exists and what its contribution is to the organisation.

To lead, manage and motivate the dedicated Customer Resolutions team within Customer Experience. This hands-on leadership role drives the team to resolve high complexity interactions and transactions and supports the provision of efficient and effective services to GWW customers.

The Team Leader is an integral role in managing day-to-day operations with an omni channel delivery model. The role exists to coach and develop a high performing team of skilled customer facing staff, who receive queries from GWW customers and the general public. The Team Leader will create and maintain a work environment and culture that engenders trust, constructive behaviours and delivers high quality outcomes.

The role is required to create collaborative relationships across the business that deliver successful business outcomes and builds confidence in others to cope with change and challenges. As the point of escalation, the Team Leader will manage, monitor, and evaluate the quality of the customer service that is being provided and coach the team as necessary to ensure that the team is accessible and easy to deal with.

ORGANISATION CONTEXT – ABOUT GREATER WESTERN WATER

Greater Western Water (GWW) enhances the customer experience and security by providing more affordable services for the communities it serves. It's how we play our part in keeping Melbourne's inner and western regions vibrant, unique and a great place to live.

The challenge into the future, is to continue to develop the organisation in addressing the unprecedented growth being experienced in Melbourne's western corridor, in a way that:

- Delivers value for customers and communities
- Leverages partnerships and technology to create future opportunities
- Enables a performance focused, safe and inclusive workplace culture where employees can innovate and thrive

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- Contributes to a highly liveable, viable region, and
- Cares for the environment.

Greater Western Water respectfully acknowledges the peoples of the Kulin Nation as the Traditional Owners of the lands and waters on which our service area lies.

MAJOR ACCOUNTABILITY AREAS

Major Accountability Area	Key Performance Indicator
<p>Team Performance</p> <ul style="list-style-type: none"> • Lead, supervise, support, and develop direct reports so that they undertake their work in accordance with organisational and program priorities, policy, and procedures. • Continually provide timely, comprehensive, and constructive feedback to direct reports so that they may understand how they are performing against expectations. • Foster an environment that is outcome driven and where team members hold themselves and others accountable to delivering high quality outputs and meeting commitments. • Embed a performance culture, framework, and review processes to achieve service levels and improvements against set targets. • Embed a framework within the Team which enables the monitoring and reduction of failure demand in the voice, digital and email channels. • Work with the Workforce Optimisation Team to ensure the most effective resource plans are developed and achieved. 	<p>Measure</p> <ul style="list-style-type: none"> • Engaged team, work effort aligned to organisational strategy and objectives • Complete monthly 1 on 1 sessions (coaching, development and work progression)
<p>Customer Experience</p> <ul style="list-style-type: none"> • Manage a high performing team and deliver excellent customer service with First Contact Resolution as the guiding principle. • Build and maintain strong working relationships with various key stakeholders e.g. Select Solutions, Trade Waste, Infrastructure and Delivery, Service Faults and Repairs Dispatch function • Provide daily direction and communication to all teams so that customer complex 	<p>Measure</p> <ul style="list-style-type: none"> • Team targets are met • Regular team check-ins are in place and agile work practices are implemented • Implementation of quality monitoring and corrective action planning

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<p>enquiries and complaints in a timely, efficiently, and knowledgeable manner.</p> <ul style="list-style-type: none"> • Support the customer experience through quality audits, knowledge management, and customer satisfaction improvement initiatives • Provides continual evaluation of processes and procedures. Responsible for suggesting methods to improve areas operations, efficiency, and service to both internal and external customers • Act as an escalation point for level 1 customer interactions. Promptly resolve customer escalations or further escalate through to the team. 	
<p>Operational Performance Management</p> <ul style="list-style-type: none"> • Manage team to meet all agreed KPI's including but not exclusive to Quality, Financial Targets, EWOV targets, First Call Resolution and Customer Satisfaction scores. • Ensure tasks are completed to the standard and timelines required by the City West Water's Customer First Strategy and that performance is measured against standards and indicators are achieved. • Manage team KPI's through individual performance management and proactively engage in performance discussions and performance management processes as required. • Manage resources to appropriately allocate team workload and achieve maximum efficiency and productivity • Promote multiskilling within team and centre to ensure tasks are not point sensitive. 	<p>Measure</p> <ul style="list-style-type: none"> • Operational performance targets met • Operational reporting requirements met
<p>Stakeholders & Advice</p> <ul style="list-style-type: none"> • Provide expert advice and recommendations to key stakeholders to facilitate understanding for robust decision making 	<p>Measure</p> <ul style="list-style-type: none"> • Relationships with key stakeholders and service providers are positively maintained

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<ul style="list-style-type: none"> Take opportunities to build and maintain positive and constructive relationships with internal and external stakeholders. 	
<p>Strategy & Leadership</p> <ul style="list-style-type: none"> Support delivery of strategic and annual plans aligned to the delivery of the overall GWW strategy and plans. Contribute to and implement designated aspects of the business plan 	<p>Measure</p> <ul style="list-style-type: none"> Strategies developed and implemented within agreed timeframes and deliverable measures
<p>Continuous Improvement</p> <ul style="list-style-type: none"> Contribute to the design and implementation of Customer First Program and Projects Ensure effective and consistent communication throughout the team, encourage feedback and customer insight in order to enhance the customer experience. Identifying and instilling best practice, processes and systems and drive continuous improvement environment. Drive incremental improvements across core operational metrics to ensure the section is always improving. 	<p>Measure</p> <ul style="list-style-type: none"> Continual improvement metrics as agreed with Manager Effective and efficient use of resources to deliver programs Pipeline of improvement opportunities, formed through quarterly improvement focussed workshops
<p>Regulatory & Reporting</p> <ul style="list-style-type: none"> Ensure compliance with the Company's Delegated Authorities, Business Plan, Policies and Standards. Submit to company audit processes and make recommendations as required. Keep up to date with regulatory trends and changes, and ensure the company anticipates and navigates changes successfully. Prepare reports and submissions for stakeholders and committees as required 	<p>Measure</p> <ul style="list-style-type: none"> Regulatory requirements communicated and understood by team. Processes reviewed to ensure compliance Monthly and annual reporting requirements met
<p>Personal and People Development</p> <ul style="list-style-type: none"> Develop team and individual performance including development plans to provide structure for roles and further direction for individual team members. 	<p>Measure</p> <ul style="list-style-type: none"> Individual performance plans in place, monitoring in place, early identification of coaching and training needs

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<ul style="list-style-type: none"> • Provides statistical and performance feedback and coaching on a regular basis. • Writes and administers performance reviews for skill improvement. • Ensures all team have appropriate training and other resources to perform their jobs. • Creates and maintains a high-quality working environment so team members deal openly with issues, generates alternative and innovative solutions, and contributes to a team environment • Creates opportunities for individual contributors to provide input and feedback to the leadership team • Create initiatives to improve employee engagement • Review reports through the analysis of statistics and data, and act in a timely manner on any area requiring corrective action. 	<ul style="list-style-type: none"> • Actively manage career development plans, in line with team talent matrix • Establish and monitor team values and expected behaviours • Team engagement and culture targets met
<p>Health, Safety and Wellbeing</p> <ul style="list-style-type: none"> • Take care of own and colleagues Health, Safety and Wellbeing (HSW) through proactively supporting and promoting – regardless of role – positive HSW leadership, as part of GWW’s culture. 	<p>Measure</p> <ul style="list-style-type: none"> • Contribute to a healthy and safe workplace. • Support and promote programs to reduce HSW (physical and psychosocial) risk. • Contribute to the enhancement (effectiveness / usability / accessibility) of HSW systems and processes. • Participate in HSW projects, initiatives and forums, as required.

RELATIONSHIPS AND STAKEHOLDERS

Outline the position’s requirements for internal and external communication/negotiation/contact with other people or groups
 Concentrate on those communication requirements that are critical to the achievement of the position’s primary objective(s).
 List any committees, etc the position will be involved with (internally or externally).

<p>Internal</p>	<ul style="list-style-type: none"> • Customer facing agent teams, Operations teams, IT, GWW Integration Office, Training and Quality teams
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External	<ul style="list-style-type: none"> • Various industry bodies as required
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SKILLS, EXPERIENCE and TECHNICAL KNOWLEDGE	
Enterprise Skills	Proficiency
Stakeholder & Relationship Management	Advanced
Communicating with Influence	Advanced
Decision Making	Advanced
Resilience & Wellbeing	Intermediate
Customer Focus	Intermediate
Delivering Results	Intermediate
Technical Knowledge	<ul style="list-style-type: none"> • People Leadership • Customer Experience • Governance and Privacy • Driving results
Experience	<p>Essential</p> <ul style="list-style-type: none"> • Experience managing a complex customer facing environment • Experience with the application of well-developed analytical, decision making & reasoning in a customer service environment • Demonstrable People leadership capability • Strong Communications skills • Ability to build relationships & team morale • Strong stakeholder management experience • Customer Experience • Continuous Improvement focus <p>Desirable</p> <ul style="list-style-type: none"> • Project management experience • Exposure to high volume Call Centre
Qualifications Include relevant trades / qualifications / licences / accreditations / registrations	<ul style="list-style-type: none"> • Experience in SME roles in a high volume Customer Service Centre or Call Centre environment

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