

Operations – ES – Relationship and Resolution Manager

Our CORE values	Collaboration Openness Respect Empowerment	 ourpeopleourculture
Organisation	NSW Health	
Local Health District /Agency	HealthShare NSW	
Position Classification	Health Manager Level 3	
State Award	Health Managers (State) Award	
Category	Finance and Audit Payroll	
Vaccination Category	Category B	
Website	www.health.nsw.gov.au	

PRIMARY PURPOSE

The Relationship and Resolution Manager is responsible for delivering an exceptional customer experience by optimising service delivery, effectively engaging with stakeholders, and resolving complex issues. This role focuses on implementing innovative solutions to enhance the overall customer experience, providing strategic insights to support continuous improvement, and guiding stakeholders during change initiatives to drive service excellence.

KEY ACCOUNTABILITIES

- Provide a key strategic role in the effective delivery of services to stakeholders by optimising service delivery through consultation, collaboration and communication with Employee Services Shared Services teams ensuring alignment with business objectives.
- Lead, mentor and manage staff to maintain and enhance service quality and delivery, facilitate onboarding of clients and provide comprehensive training and support to ensure they are set up for success, provide ongoing support and address any issues or concerns to ensure business objectives are met.
- Collect, analyse and interpret data related to customer interactions and service quality to identify improvements, optimise customer experience outcomes, and contribute a customer lens to ideation and decision-making as a key member of the EFSS Business Change Committee.
- Initiate and develop partnerships with existing and prospective customers using various proactive communication channels such as forums, engagement meetings as well as written communications coordinating the transition, implementation, and any necessary training for key services and user experience initiatives.
- Oversee and optimise the strategic and operational use of customer service tools and systems within the employee services team, monitor and evaluate key performance indicators through reporting ensuring their effective implementation and alignment with service delivery goals
- Implement and deliver business and service reforms; new and revised business processes, leading change and service improvement initiatives, and assist with business reengineering projects that enhance the services to clients.

- Manage the consultation with the Recruitment and Payroll Systems Administrator ensuring that security aspects that include user access into the systems, user ability to access relevant data and user rights to alter system data, are maintained in accordance with best practice and Audit requirements.
- Assist in developing operational procedures and contingency plans and ensure they are maintained to ensure customer enquiries are responded to, escalated if required and resolved within defined time frames.

KEY CHALLENGES

- Lead and support a positive, professional and customer focused workplace culture that embraces change, service quality improvements and an environment that is conducive to inspiring innovative and high achieving team members.
- Ensure solutions and strategies are focused on client and business needs, incorporate new and emerging products and systems and adhere to budgetary constraints.
- Successfully manage relationships with internal and external stakeholders and exercise sound judgement and discretion when dealing with sensitive and contentious issues

KEY RELATIONSHIPS

WHO	WHY
INTERNAL	
Senior Managers/Manager	<ul style="list-style-type: none"> ▪ Escalate issues, keep informed, advise and receive guidance and instructions. ▪ Contribute to discussions and decisions regarding implementation of innovation and best practice. ▪ Provide strategic advice for business improvement ▪ Partnering with EFSS Customer Relationship Leads and key stakeholders from Projects and Partnerships, Customer Experience and Analytics teams
Work Team	<ul style="list-style-type: none"> ▪ Inspire and motivate team, provide direction and manage performance ▪ Represent work group perspective and share information ▪ Lead discussions and decisions regarding implementation of innovation and best practice
Clients/Customers	<ul style="list-style-type: none"> ▪ Provide advice, consult and gather information ▪ Resolve issues and provide solutions to challenges ▪ Optimise engagement to achieve defined outcomes
EXTERNAL	
Local Health Districts/Health Entities/Ministry of Health and Customers	<ul style="list-style-type: none"> ▪ Maintain collaborative relationships ▪ Facilitate business transactions, resolve issues and provide solutions to challenges
Vendors/Service Providers	<ul style="list-style-type: none"> ▪ Communicate needs, facilitate business transactions and resolve issues

ROLE DIMENSIONS

- Team staffing: Up to ten employees
- Direct reports: Up to two employees
- Budget (\$): N/A – As per delegations manual
- Financial Delegation: N/A – As per delegations manual

ESSENTIAL REQUIREMENTS

- Relevant tertiary qualifications and/or substantial technical and operational employee services recruitment and payroll experience in a large and diverse shared service environment, with sound knowledge and the ability to interpret public sector and NSW Health legislation, regulations, policies, Awards, agreements and procedures relevant to payroll/recruitment services.
- Demonstrated ability to lead, develop and motivate a high-performing team, fostering a customer-centric culture and driving continuous improvement in service delivery and employee engagement.
- Strong conceptual and analytical skills to creatively solve problems and proven experience leading, managing and implementing change and service improvement strategies.
- Demonstrated commitment to customer service with strong written and verbal communication skills, including proven ability to engage, collaborate, negotiate, and influence stakeholders at all levels to drive successful outcomes.

OTHER REQUIREMENTS

The role and the responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of HealthShare NSW and in line with NSW Health Code of Conduct. The following specific requirements should be noted:

WORKPLACE CULTURE

At HealthShare NSW we strive for a positive and constructive workplace culture to help our people work at their best and deliver improved outcomes for our customers. We are goal-focused, open minded, encouraging of others and we work together to achieve our objectives. We put people first and prioritise connecting with those around us. We model the NSW CORE Values. Attitudes and behaviours are consistent with those values and the expectations of conduct set out in the NSW Health Code of Conduct.

FINANCE AND ASSETS

Manage allocated finance and resources efficiently and effectively in accordance with the HealthShare NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records.

FRAUD AND CORRUPTION

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

RISK MANAGEMENT

Participate in business risk planning and risk assessments. Understand and abide by the organisation's risk policies, developing an understanding of the operational and risk management context, managing risk accordingly.

WORK HEALTH AND SAFETY

HealthShare NSW strives for continuous improvement in the health, safety and wellbeing of our staff, visitors and contractors. We focus on safety excellence and a safe culture by ensuring our Safety Management System is robust, demonstrating visible safety leadership at all levels, and actively partnering with our staff in safety and wellbeing initiatives. Our safety goal is to live our safety message everyday – *Think Safe Work Safe Live Safe*. Staff are expected to comply with all policies and procedures relating to safety, and actively participate in health and wellbeing initiatives.

WORKPLACE DIVERSITY

Comply with and participate in the organisation's workplace diversity policies and procedures.

TRAVEL (IF RELEVANT)

Capacity and willingness to travel to HealthShare NSW business and service locations throughout NSW which may include overnight stay in regional / remote areas.

ROSTERING MANAGEMENT (IF RELEVANT)

Ensure data quality, integrity, policy and Award compliance is maintained in day to day rostering.

TRAINING

Comply with and participate in the organisation's training programs and policies, including participation in mandatory training.

PERFORMANCE REVIEW

A performance assessment will be conducted within three (3) months following commencement of employment. At least every twelve (12) months, a performance review will be undertaken.






FOOD SAFETY AND QUALITY (IF RELEVANT)

Providing patients with quality meals that are safe, nutritious and meets their needs. This includes complying with all food safety legislation, policies, procedures and safe work practices.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity and Inclusion	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Intermediate

Focus Capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate and maintain a high level of personal motivation
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers Use data and information to monitor and improve customer service delivery Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community
Results Deliver Results	Adept	<ul style="list-style-type: none"> Seek clarification when unsure of work tasks Complete your work tasks under supervision and within set budgets, timeframes and standards Take the initiative to progress your own work Identify resources you need to effectively complete assigned work
Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience Seek contributions and ideas from people with diverse backgrounds and experience Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness

Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • 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
Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans
People Management Manage Reform and Change	Intermediate	<ul style="list-style-type: none"> • Promote change processes and communicate change initiatives across the team or unit • Accommodate changing priorities and respond flexibly to uncertainty and ambiguity • Support others in managing uncertainty and change

JOB DEMANDS CHECKLIST

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) WHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Job Demands Frequency Key:

I = Infrequent	intermittent activity exists for a short time on a very infrequent basis
O = Occasional	activity exists up to 1/3 of the time when performing the job
F = Frequent	activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant	activity exists for more than 2/3 or the time when performing the job
R = Repetitive	activity involved repetitive movements
N = Not Applicable	activity is not required to perform the job

Note: any entries not assigned a value will be automatically set to "N"

PHYSICAL DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
Sitting – remaining in a seated position to perform tasks				X		
Standing – remaining standing without moving about to perform tasks	X					
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	X					
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes						X
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks						X
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	X					
Kneeling – remaining in a kneeling posture to perform tasks						X
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks						X
Leg/Foot Movement – use of leg and/or foot to operate machinery						X
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps						X
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	X					
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)						X
Lifting/Carrying – heavy lifting and carrying (16kg and above)						X
Reaching – arms fully extended forward or raised above shoulder						X
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body						X
Head/Neck Postures – holding head in a position other than neutral (facing forward)	X					
Hand and Arm Movements – repetitive movements of hands and arms	X					
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands						X
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work						X
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)						X

SENSORY DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)				X		
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)				X		
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)						X
Taste – use of taste is an integral part of work performance (e.g. food preparation)						X
Touch – use of touch is an integral part of work performance						X
PSYCHOSOCIAL DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
Distressed People – e.g. emergency or grief situations						X
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness						X
Unpredictable People – e.g. dementia, mental illness, head injuries						X
Restraining – involvement in physical containment of patients/clients						X
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies						X
ENVIRONMENTAL DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
Dust – exposure to atmospheric dust	X					
Gases – working with explosive or flammable gases requiring precautionary measures						X
Fumes – exposure to noxious or toxic fumes						X
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)						X
Hazardous Substances – e.g. dry chemicals, glues						X
Noise – environmental/background noise necessitates people raise their voice to be heard	X					
Inadequate Lighting – risk of trips, falls or eyestrain	X					
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight						X
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C						X
Confined Spaces – areas where only one egress (escape route) exists						X
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground						X
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	X					
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks						X
Biological Hazards – exposure to body fluids, bacteria, infectious diseases						X