

# Service Development Coordinator Position Description

<b>Division/Branch/Unit</b>	Member Services/Innovation & Capacity Unit
<b>Salary Classification</b>	Grade 2 - Support
<b>Employment type</b>	Part time - 12 month contract
<b>Date of Approval</b>	February 2017

## Primary purpose

The LGNSW Service Development Coordinator is responsible for assisting the Innovation and Capacity Unit in providing a range of high-quality, cost-effective capacity-building services for councils in NSW.

As the first point of contact for the Innovation and Capacity Unit the position holder provides high level customer service as well as administrative and logistical support in promoting, arranging and ensuring the smooth delivery of learning events, recruitment, consulting and other services.

## Key accountabilities

- Provide high-level customer service in responding to enquiries about services.
- Liaise with trainers and consultants to arrange service delivery according to an agreed schedule .
- High-level administrative support including the ability to work to deadlines, managing competing priorities and bring tasks to completion.
- Arrange logistics for training workshops including registrations and confirmations, venue bookings, catering requirements and training materials.
- Establish, review and maintain administrative systems and processes, in consultation with other relevant staff, for recording and storing information, such as customer contacts, financial records and invoicing systems and databases.
- Collect and record services evaluations which oversee the quality of services, events and learning programs.
- Promote services through weekly circulars, telephone calls and emails.
- Work in a collegial manner with the other members of the Innovation and Capacity team and Member Services Division to achieve high quality outcomes in service delivery.

## Key challenges

- Provide logistical and administrative co-ordination and delivering work within agreed timeframes for a high volume unit.
- Foster positive relationships with key customers, consultants and event participants.
- Adapt and support the implementation of a diverse and changing program of existing and new products and services.
- Monitor and maintain accurate information systems to ensure achievement of customer satisfaction and annual profit targets.
- Performs duties responsibly with minimal supervision, demonstrating initiative, attention to detail and a flexible and results focussed approach.

## Key relationships and role dimensions

Who	Why
Senior Manager Innovation and Capacity	<ul style="list-style-type: none"><li>• Receive guidance and direction</li><li>• Provide information, advice and support</li><li>• Keep informed and escalate emerging and sensitive issues</li></ul>
Innovation and Capacity team and Member Services Division	<ul style="list-style-type: none"><li>• Develop and maintain effective relationships</li><li>• Work in a collegial manner to achieve high quality outcomes</li><li>• Collaborate to achieve multiple tasks</li></ul>
Consultants and Contractors	<ul style="list-style-type: none"><li>• Provide information, support and advice about services</li><li>• Liaise and communicate in the delivery of services</li></ul>
Local Government Customers	<ul style="list-style-type: none"><li>• Provide information, support and advice about services</li><li>• Explain current practices and policies</li><li>• Maintain good relationships and provide high quality customer service</li></ul>

### Decision making

Position is responsible for the quality and integrity of advice and support provided to internal staff and stakeholders. The work of the position is bound by policy guidelines and agreed practice and is largely guided by the Senior Manager.

### Reporting line

The position reports to the Senior Manager, Innovation and Capacity Unit

### Direct reports

Nil.

### Essential requirements

- Demonstrated experience providing administrative support.
- Good organisational skills with an ability to balance conflicting priorities and work to deadlines.
- Well-developed written and oral communication skills.
- Excellent customer service skills and a capacity to build and maintain effective relationships with a diverse range of internal and external stakeholders.
- Advanced knowledge and experience in MS Office suite.
- Demonstrated ability to work collegially as part of a small and productive team and across the division when required.

### Desirable experience:

- Understanding of and/or experience working in the Local Government environment
- Experience in delivering conferences and training
- Experience in a human resources unit