



Job Title:	Senior Customer Service Officer	Position No:	R28
Group:	Regional Development	Service Area:	Regional Development
Classification Level:	ASO6		
Reports to:	Regional Manager, Katherine	Direct Reports:	2

POSITION OVERVIEW

The senior customer service officer position will lead a small team in delivering high level customer service through the provision of front office services, referrals, high quality administration, community and stakeholder engagement. Key focus areas of this role include managing customer enquiries, permit, funeral and ceremony applications in a culturally sensitive, efficient and effective manner. This role will also provide operational and administrative support to Borroloola, Elliott, Tennant Creek, Ngukurr and Timber Creek Offices.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

LEADERSHIP

- Lead by example and demonstrate commitment to the sections service delivery in alignment with NLC's vision, mission, values and business priorities.
- Actively contribute to the overall culture of the NLC by adopting the principles of the NLC People Centred Care and Leadership model, enabling positive contributions to enhance employee engagement and job satisfaction with the section.
- Lead, motivate, develop, and empower team members to deliver in accordance with the Service Area priorities, and section area objectives, within a framework that drives accountability and achievement.
- Ensure unit leaders and the service team staff have a clear understanding of their responsibilities, and encourage open and honest, two-way communication at all levels.

STAKEHOLDER ENGAGEMENT

- Cultivate and maintain collaborative relationships with Traditional Owners (TO) to support the NLC TO centric relationship model and section deliverables.
- Build and maintain relationships with all relevant government agencies and other internal and external stakeholder to ensure compliant and effective delivery of unit service deliverables.
- Represent the NLC at community inter-agency or stakeholder meetings when required, participating in forums that meet in regards to issues about land use, land management and land access.
- Actively assist and implement any authorised operational change in order to facilitate ongoing stakeholder commitment to outcomes.

UNIT OPERATIONS

- Lead a small team in managing customer enquiries, referrals, processing of permit, funeral and ceremony assistance applications in accordance to NLC policies and procedures.
- Manage Permit System requirements including general enquiries; processing and issuing of permits; maintaining delegates' register; and compliance and issues management in regards to permit matters.
- Coordinate finalising the execution of Land Use Agreements with Aboriginal Land Trust Members.
- Provide high level administration, support and advice in the efficient and effective -manner to the Regional Managers and Regional Coordinators.
- Work directly with the Manager to prioritise and facilitate the effective implementation of NLC projects and programs in line with the NLC strategic plan within the region.



- Maintain an effective quality review and assessment process of activities.
- Provide accurate and timely advice to the Regional Manager on issues affecting the region, including but not limited to natural, social, economic and political environment. Provide high level written reports, presentations or statistical data on any matters relevant to the responsibilities of the NLC within the region.
- Oversee the ordering and purchasing of office equipment and consumables. Assist with the maintenance issues of computers, equipment, office and liaise with the contractors as required.
- Effectively liaise with NLC Regional Council Members and the Executive Branch to assist with NLC Council business.
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- Lead, coordinate and monitor the units operational service outcomes and performance in accordance with operational plans and requirements.
- Provide the appropriate level of supervision, support, guidance, mentoring and operational processes to support unit and staff performance to standards required.
- Ensure all team members are adhering to all relevant compliance, governance, legislative and organisational requirements and standards.
- Maintain unit associated administrative and record keepings task to standard.

PEOPLE MANAGEMENT

- Foster and maintain a People Centred Care management culture ensuring all people management practices are adhered to in accordance with our leadership model, policy, process under the guidance of senior leadership and P&C Advisory services.
- Maintain accountability and responsibility for:
 - Recruitment of vacant positions in the section
 - The performance management of direct reports in accordance with the position requirements and NLC's organisational objectives
 - The rostering of resources, timesheets and leave approval
 - Actively supporting relevant Learning and development activities to enhance the service delivery of your team
- Assist with the implementation of key transformative people related initiatives that are designed to guide the NLC into a space of contemporary and culturally safe practice whilst the NLC strives to realise its 'Activating Land and Sea Rights' and 'Building the Bush' strategies.

WORK HEALTH AND SAFETY

- Lead by example and cultivate a work culture and environment that prioritises the wellbeing, health and safety of our staff people centred care and leadership framework.
- Maintain unit compliance and provide a safe working environment in accordance with, the NLC WH&S Management System and associated policies, procedures and plans ensuring you are fulfilling your duty of care in accordance with the legislative requirements.
- Actively support the review and investigation of critical as well as non-critical incidents and other hazards or risks identified timely manner.
- Promote and support organisational work health and safety initiatives



POSITION REQUIREMENTS

ESSENTIAL REQUIREMENTS

- A Diploma in Business/Administration or relevant equivalent qualifications or equivalent industry experience.
- Minimum of three (3) years' experience working in a similar role.
- Good organisational, time management and problem-solving skills with the ability to identify, work through, resolve or escalate matters to ensure customer enquiries or other important matters are managed effectively and efficiently.
- A solid level of administrative skills that demonstrate the ability to assist with improving administrative processes and systems, interpret and manage information, effectively populate and manage information systems, and produce reports to meet business requirements.
- Sound written communication skills including submissions, business communication and reporting.
- Sound computer literacy skills in Microsoft Office Suite and other relevant software programs.
- Demonstrated experience in financial management (including budget management) processes and procedures, and appropriate confidentiality, ensuring protection of sensitive information.
- Demonstrated high level cross-cultural, interpersonal and verbal communication skills with an ability to effectively liaise, engage and coordinate across an array of stakeholders (internal, traditional owners and external organisation) to build productive working relationships
- Current Northern Territory Driver's licence or ability to obtain prior to commencement and a willingness to travel to or within remote areas, as required.

DESIRABLE REQUIREMENTS

- Understanding of the Aboriginal Land Rights (NT) Act 1976 and other legislation relevant to the land interests of traditional owners and Aboriginal communities, as managed by the NLC.
- Demonstrated understanding of, and interest in, the lived experiences of Aboriginal people in the NLC region.

Our Land, Our Sea, Our Life

Date finalised: 19 March 2024