

Location/s	Virtual Services – Support Service
Reporting to	Head of Virtual Services
Direct Reports	N/A
Level	Standard Stream Level 3
Date Updated	July 2024

About the Role

This role contributes to process innovation and continuous improvement through the identification, analysis and reporting of key program, client and user data within the Virtual Services (VS) portfolio. This position will be responsible for ongoing enhancement of contact centre specific platforms, including Twilio, Calabrio, and Microsoft dynamics platforms, to best enable leaders to make data informed decisions regarding service improvement initiatives, operational quality, productivity, management control, and overall performance.

Key Responsibilities

Operational Delivery	<ul style="list-style-type: none"> • Support client best practice in line with the PRISM/Lean methodologies across all VS teams. • Provide first point of technical escalation for core systems such as Telephony, KMS, CRM and Promapp. • Report on performance indicators of the business. • Prepare accurate and timely reports for senior management team on key performance and productivity trends within the region. • Undertake data manipulation, sorting, and analysis tools (Database, Pivot table, etc.). • Identify key data sources and utilise data driven insights to effectively improve business decisions. • Seek innovative ways to improve processes, products, and client experience. • Assist with reporting required for all the State and Federal funded programs in Virtual Services. • Enhance reporting process as required to address ever-changing needs of the business. • Report on trends and patterns identified including root cause analysis and forecasting of business impacts. • Assist with analysis of data in support of projects as needed. • Prioritise initiatives with competing deadlines and stakeholder pressures. • Assist with reporting and statistics where needed to support new tender applications.
Service Quality Management, Compliance and Continuous Improvement	<ul style="list-style-type: none"> • Share information with the VS Leadership Team to aid in driving key process improvement and service capability development initiatives. • Enable and encourage client and user provided feedback to platform changes and support continuous improvement.
Professional Development	<ul style="list-style-type: none"> • Demonstrate ongoing commitment to participation in professional development as per organisational policy and procedure. • Take an open and reflective approach to feedback.

<p>Systems Development</p>	<ul style="list-style-type: none"> • Support enhancements to VS and RAQ’s existing technology infrastructure. • Work closely with product owners to enhance system functionalities (Twilio, Calabrio). • Make recommendations to the Program Performance, Operational and VS Leadership Teams identifying where performance efficiencies may be achieved. • Assist in the preparation of education and training material around interpretation and use of reporting tools and systems, as required. • Act as a key contact for all performance information and systems’ needs, working collaboratively with IT and system vendors to meet these needs.
<p>Other Organisational Responsibilities</p>	<ul style="list-style-type: none"> • Act only in ways that advances RAQ objectives, values, and reputation. • Other duties, consistent with skills and experience, as directed by the reporting manager.

About You

To be successful in this position you will have:

	Required	Highly Desired
<p>Qualifications</p>	<ul style="list-style-type: none"> • Business Systems knowledge (Twilio, Calabrio and Microsoft Analytics). 	<ul style="list-style-type: none"> • Tertiary qualifications in Business Statistics or Data Science. • Lean/Six Sigma knowledge/ qualifications (Green Belt and above).
<p>Experience</p>	<ul style="list-style-type: none"> • Experience in resource planning to optimise service levels and meet organisational targets or KPIs. 	<ul style="list-style-type: none"> • Experience in supporting a helpline service or client contact centre operation.
<p>Knowledge</p>	<ul style="list-style-type: none"> • Basic understanding of sound operational management practices, particularly in service performance and quality measurement and reporting, including understanding the value of data and metrics to inform service improvements. • Business Systems knowledge (Telephony, Microsoft stack etc.). • Knowledge of key success factors for operations in a helpline/Call Centre environment. • Ability to rapidly acquire business and program/service knowledge. • Sound understanding of theory and practice relating to data analytics. • Advanced application of Microsoft suite of programs, including Excel (e.g., Power Pivot, expert formulas, and functions). 	<ul style="list-style-type: none"> • Knowledge of RAQ programs and services. • Knowledge of standards such as Human Services Quality Framework, ISO: 9001. • Statistical Analysis and Predictive modelling. • Building Data models using Power Pivot. • Experience in Contact Centre reporting. • Knowledge of, and ability to apply, business/program improvement methodologies and frameworks.
<p>Skills</p>	<ul style="list-style-type: none"> • Business analysis and process development skills. 	

<p>Skills (cont.)</p>	<ul style="list-style-type: none"> • Highly developed IT skills including ability to extract and manipulate data using various software platforms. • At an advanced level of Microsoft Excel. • Good analytical, statistical, quantitative, and deduction skills. • Ability to identify opportunities for change. • Highly developed communication skills, both written and verbal, including an ability to prepare high level reports. • Highly developed problem solving and critical thinking skills, including ability to identify and implement innovative service improvement initiatives. • Ability to utilise Information and Communication Technology relevant to a call centre management environment. • Capacity to engage constructively and respectfully with individuals of diverse backgrounds and abilities to achieve organisational goals and high-quality outcomes. 	
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It should be noted that Position Descriptions are under constant review and may be changed at any time.