Sydney WATER

Job Profile

Training and Quality Assurance Specialist

Job Summary

To be completed by People and Culture team			
Job Family	Customer Service & Support	**Career Stage**	D
Job Function	Contact Centre Operations	**Career Stream**	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	**Last Modified Date**	26/07/2017
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	**Team Size**	
People Leader	No	**Indirect Team Size**	

Who we are.

At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better—better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability, and exceptional customer experiences.

Sydney Water is the main provider of water, wastewater, recycled water, and stormwater services in Greater Sydney. Our employees are dedicated to our customers, ensuring services are reliable and affordable, we are proactive and easy to engage with, forward-thinking, and environmentally focused.

Working with us means helping to provide essential services, safeguarding Sydney's future with a sustainable water supply, and protecting our iconic waterways. Our strategy guides our journey to enhance customer outcomes and continue delivering robust services to our city into the future.

Job Purpose

Contribute to the delivery of exceptional quality and effectiveness of all customer interactions by managing the delivery of technical training and quality.

Accountabilities

Job Specific	• Deliver training programs across the Enterprise. • Undertake accurate learning needs analysis and assessment of capability requirements. • Develop learning paths for staff across the Enterprise. • Interpret, communicate and actions results of external benchmarking () and bridge identified knowledge and skills gaps. • Align learning and development strategies to business needs. • Provides subject matter expertise for projects • Develop and maintain accurate training records in Compass (Super user). • Draft, update and communicate policies, procedure, training materials and the Knowledge Management tool. • Report on Quality Assurance results to Management Team. • Works with P&G to create and maintain online learning/refresher modules for staff, and create a learning pathway which will develop staff to attain further skill levels. • Partners with the Enterprise Management teams and Performance Capability Specialists • (Coach) to develop a capable and committed team • Actively participate in the recruitment process for all new starters (Permanent & Agency) to deliver the correct cultural fit for business teams. • Lead and manage new employees during the new starter induction program. • Works with P&C to design & deliver training modules relevant to business areas as per the Training design & delivery methodology. • Identify and work with Subject Matter Experts (SMEs) to provide relevant training and advise when required. • Assess and improve quality of service and delivery standards are met through call monitoring, and to ensure compliance to procedures. • Assess Quality Assurance tool for business appropriateness, and manage upgrades if required. • Represent the leadership team in change networks, steering committees and cross business projects. • Assumes Team Manager responsibility when required. • Share updated policy and procedure information relevant to affected areas and staff • Manages internal content of the Knowledge Management too

Role Requirements

Education / Qualifications

Required	•
Desired	•

Certifications / Licences

Required	• Certificate in cert IV Assessment and workplace training or equivalent experience
Desired	•

Experience

Required	• Demonstrated training/coaching experience • Excellent management of skills with a demonstrated ability to achieve outcomes and business • improvement • Experience in using technology applicable to a Contact Centre e.g Quality Assurance tools and • knowledge management portals • Experience in creating on line training modules • Highly developed interpersonal, communication, influencing, liaison, negotiation and conflict resolution • skills including an ability to engage with people at all levels in the organisation and with external service • partners and stakeholders. • Strong analytical, planning, policy development skills • Demonstrated ability to build a team culture and manage the individual development of people. • Superior written and verbal communication skills including high level presentation and writing skills • High level of ability in MS office suite • Experience in Dayforce, Genesys or ServiceNow desirable
Desired	•

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Capabilities and Skills

The capability and skill requirements for this role are identified in the skills profile listed below. This is comprised of Enterprise Capabilities, that are essential for all roles and functional skills, which are specific to each role.

Enterprise Capabilities (C-E)	
Capability	**Descriptor**
Accountability	Ensures that own actions and those of others are focused on achieving goals and owning the outcome, in a safe, inclusive collaborative way.
Agility	Adapts readily to change and encourages alternative views by using a range of interpersonal communication skills. Develops and coach's others while being aware of impact on others.
Innovation	Develops innovative outcomes to solve problems in ways that are not immediately evident and encourages new ideas and thinking in others.

Functional Skills			
Skill	**Priority**	**Essential or Desirable**	**Proficiency level**
Training And Development	1	Essential	Advanced
Quality Assurance	2	Essential	Advanced
Strategic Thinking	3	Essential	Intermediate
Process Improvement	4	Essential	Intermediate
Troubleshooting (Problem Solving)	5	Essential	Intermediate
Interpersonal Communications	6	Essential	Intermediate
Change Management	7	Desirable	Intermediate
Team Building	8	Desirable	Intermediate
Customer Relationship Management	9	Desirable	Intermediate
10 Skill Name			

Proficiency Level Descriptors

Developing - Building practical experience, needs continued coaching.

Intermediate - Independent execution, minimal guidance**.**

Advanced - Fully independent execution, coaches' others.

Mastery - Strategic, sought as expert internally and externally.

Additional notes

Sydney Water takes the safe provision of its services to the public and the protection of its information assets extremely seriously. As a Sydney Water employee, you are required to understand your obligations under the Acceptable Use of Information Technology Policy and how Sydney Water's Information Technology is to be used. You must also help keep your workplace secure by ensuring you do not enable non-authorised people access to sites, maintain the integrity of locked entries and exits, and where appropriate, alarms being engaged.

Sydney Water requires all users to embrace and adhere to all enterprise and protective security policies, awareness programs and frameworks for Sydney Water assets.